Cascades Steps – Replace Current Food Benefits

Important!

- **Follow the steps below or you may lose your participant's food benefits**.

    - **Don't** change a food prescription in any way until instructed.

    - **Don't** void benefits.

- Make sure you have time to make these changes and aren't rushing. Allow time to call Cascades Support if you are unsure about a step.

- This step sheet only covers replacing <u>current</u> food benefits. For other steps, see below:

    - To replace future benefits (First date to use is in the future): **Cascades Steps - Replace Future Benefits.**
    - To exchange or increase infant formula: **Cascades Steps – Exchange Formula Benefits** or **Increase Formula Benefits**.

- For policy, please see Cascades Policy and Procedure Manual Volume 1, Chapter 22 Issue WIC Food Benefits and Chapter 23 WIC Foods.

Steps	Cascades Screen
In this example, the family redeemed some of their current WIC benefits and today requests tofu and soy-based beverage. Today's date is 1/14/21. The foods were originally issued on 1/7/21.	

1. Identify benefits issued to date:
 	
• Select **Food Instrument List.**
 	
• Select **Search.**
 	
• **Review** results and identify:
   ○ **Current** benefits:
      ✓ Note if **Redeemed or not** (issued).
 	
   ○ **Future** benefits:
      ✓ Note if issued or not.
 	
If current benefits redeemed, go to step 2. If not redeemed go step 3.	

2. If Current benefits redeemed, note what was used:

Important! you will need to know if any cheese, yogurt, or tofu were originally issued and if it was redeemed. You will use this detail in Step 6c as it will impact benefits replaced.

- Select **magnifying glass** to review **original benefits issued**.

- Note **milk substitute items** issued:
  - Cheese – 1lb
  - Tofu - 0
  - Yogurt- 0
  - Soy-based beverage - 0

- Select **Print Shopping List** to note what is remaining in current benefits.

  - **Note** if any **milk substitution items** issued were **redeemed**.

In this example, cheese was redeemed. 1lb of cheese was issued and no cheese is remaining on the shopping list.

Family Food Instruments

		Serial #	First Date to Spend	Last Date to Spend
☐	🔍	1126576	1/7/2021	2/5/2021
☐	🔍	1126598	2/6/2021	3/5/2021

Original Benefits Issued

Food Items

Total Items: **8**

Subcategory	Quantity	Unit of Measure
Fruit and Vegetables - Cash Value Voucher	$8.00	$$$$
Whole Wheat Bread or Whole Grains	32	Ounce
Eggs - all WIC	1	Dozen
Peanut Butter/Beans All WIC	1	CTNR
Cheese - all WIC	1	Pound
Milk - Whole All WIC-Cow,Goat,Lactose Free	3.25	Gallon
Cereal All WIC -hot /cold	36	Ounce
Juice - All WIC - 64 oz carton	2	CTNR

Cheese was redeemed - We know this since 1lb was issued and no cheese is remaining on the shopping list.

Print Shopping List

Remaining Benefits

		Benefit Balance:		
Benefit Month	Serial Number	Quantity	UOM	Description
1/7/2021 thru 2/6/2021	1126600	$8.00	$$$$	Fruit and Vegetables - Cash Value Voucher
	1126600	24	Ounce	Whole Wheat Bread or Whole Grains
	1126600	1	Dozen	Eggs - all WIC
	1126600	1	CTNR	Peanut Butter/Beans All WIC
	1126600	3.25	Gallon	Milk - Whole All WIC-Cow,Goat,Lactose Free
	1126600	27	Ounce	Cereal All WIC -hot /cold
	1126600	2	CTNR	Juice - All WIC - 64 oz carton

3. **Replace Current Benefits:**

- Select **Replace Current Benefits**

- **Note** you will see the following:

  - **Existing FI Details** = Current benefits remaining for all family members.

  - **Replacement FI Details** = New benefits, if replaced.

- **Note** that foods are the same on each list.

  - This is normal.

  - You will create the changes in the next step.

Issue Benefits
Prescribe Food
Issue Food Instruments
Food Instrument List
Replace Current Benefits
Exchange/Increase Formula

Current benefits

Existing FI Details   Total Items: **8**

Category	Subcategory	Quantity	Unit of Measure
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	24	Ounce
Breakfast Cereal	Cereal All WIC -hot /cold	27	Ounce
Eggs	Eggs - all WIC	1	Dozen
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$$$$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Legumes	Peanut Butter/Beans All WIC	1	CTNR
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3.25	Gallon

New benefits if replaced

Replacement FI Details   Total Items: **8**

Category	Subcategory	Quantity	Unit of Measure
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	24	Ounce
Breakfast Cereal	Cereal All WIC -hot /cold	27	Ounce
Eggs	Eggs - all WIC	1	Dozen
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$$$$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Legumes	Peanut Butter/Beans All WIC	1	CTNR
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3.25	Gallon

4. Select Change Rx: In the **Replace Current Benefits** screen, the **Participants** container will show each participant in the family and an option to **Change Rx. Rx = prescription** *Important!* – **See note to the right**. • Select **Change Rx** for the 1st participant. • Cascades will take you directly to the **Prescribed Foods** screen for that specific participant.	**Participants** Total Items: 3 | WIC Category	First Name	Last Name	Date of Birth	
---	---	---	---	---
N	ABBY	GOULD	9/28/2000	Change Rx
C	GEORGE	GOULD	1/13/2020	Change Rx
C	KATIE	GOULD	12/15/2018	Change Rx	 *Important!* Only change the food prescription (Rx) using this screen. If you don't change it here, the system won't realize you are replacing benefits and it will prorate the participant(s) benefits.
5. Prescribe Food: • Select the plus **(+) Food Prescription Date.** • Select **Save** to start a new Food Prescription for today's date**.**	**Food Prescription Date** **WIC Category** **Age Category** **Family Issuance Day** 1/6/2021 + Child 12 to 23 Months 6 **Select the New Food Prescription Date** **Food Prescription Date** 1/14/2021 Save Cancel

6. Revise Food Prescription:
In this example, we will make 3 changes. You will see this in steps **6a, 6b, 6c. Please review 6c carefully** as it applies to all cases where some redemption occurred prior to replacement.

6a. Add Tofu:

- **Add Item to Food Prescription:**
  - Category = **Cheese or Tofu**
  - Subcategory = **Tofu**
  - Enter **Quantity.**
  - Select **Add Item.**

- **Validation Summary** - This message is normal. It reminds you to check and adjust milk amounts in the Rx.

- Review **Milk Substitution Calculator:**
  - You want **Milk Remaining** to = 0.

  - Here we are over by .25 since we added in the tofu.

- In **Food Prescription Items:**
  - Reduce the amount of milk by the .25 that you are over in the milk substitution calculator.

6b. Add Soy-based Beverage:

See **Important!** note to the right.

- **Add Item to Food Rx:**
  - Category = **Milk - Reduced Fat.**
  - Subcategory = **Soy-based beverage.**
  - Enter **Quantity.**
  - Select **Add Item.**

- You see **Validation Summary** warning to check the milk substitution.

- Review **Milk Substitution Calculator:**
  - You want **Milk Remaining** to = 0
  - In this example it = -1 since we added in soy.
  - So now, you need to **reduce the whole milk** to 2 in the Rx.
  - Milk calculator should now show **Milk Remaining = 0**.

Important!

- **Children 1 year of age** can get "whole milk" or "reduce fat - soy beverage". All other reduced fat milk options must have an MDF per policy. For this reason, you must specifically call out "Soy-based Beverage" in the food prescription for a 1 year old.

- **Children 2-5 years of age and adults** will get "Milk or Soy (1% & Nonfat) All WIC". Since these age groups can get all low-fat milk/soy options this subcategory allows them to choose at the store.

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
Milk - Fat Reduced ▼	Soy-based beverage ▼	1	4 / 4	Gallon	Add Item	Clear

Validation Summary: 1
- Please check milk substitution.

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
4	3	1	-1	Gallon

Milk Remaining
0

Food Prescription Items

		Quantity	
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$8.00
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32	32
Eggs	Eggs - all WIC	1	1
Legumes	Peanut Butter/Beans All WIC	1	1
Cheese or Tofu	Cheese - all WIC	1	1
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3	2
Breakfast Cereal	Cereal All WIC -hot /cold	36	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	2
Cheese or Tofu	Tofu	1	1
Milk - Fat Reduced	Soy-based beverage	1	1

6c. If Milk Substitute items were redeemed prior to this replacement, revise Rx.

In step 2, we noted 1 lb of cheese was issued originally and redeemed.

- **When cheese is redeemed prior to the replacement, the food Rx must be revised.**

  If not, Cascades will think you want to replace remaining milk benefits for more cheese benefits.

- **Reduce the cheese line item** by what was redeemed. In this example, the participant was issued 1 lb cheese and used 1lb so we reset the cheese line to zero.

Note: You don't have to worry about milk redemption. You only need to worry about milk substitution items:
  - o Cheese
  - o Tofu
  - o Yogurt
  - o Soy-based beverage

If cheese **wasn't** redeemed by participant, leave it alone in food Rx.

Food Prescription Items

Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32
Eggs	Eggs - all WIC	1
Legumes	Peanut Butter/Beans All WIC	1
Cheese or Tofu	Cheese - all WIC	1
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	2
Breakfast Cereal	Cereal All WIC -hot /cold	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2
Cheese or Tofu	Tofu	1
Milk - Fat Reduced	Soy-based beverage	1

If cheese **was** redeemed by participant, zero the cheese out in Rx.

Food Prescription Items

			Quantity
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$8.00
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32	32
Eggs	Eggs - all WIC	1	1
Legumes	Peanut Butter/Beans All WIC	1	1
Cheese or Tofu	Cheese - all WIC	1	0
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	2	2
Breakfast Cereal	Cereal All WIC -hot /cold	36	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	2
Cheese or Tofu	Tofu	1	1
Milk - Fat Reduced	Soy-based beverage	1	1

Cascades Steps – Replace Current Food Benefits

• **When done with all food Rx changes** for this participant, **select Save.**	Save Cancel

7. Review Replace Current Benefits Screen:
 	
The system will automatically send you back to the **Replace Current Benefits** screen.
 	
• You will now see the following
  ○ **Existing FI Details** = Current benefits remaining.
 	
  ○ **Replacement FI Details** = New benefits if replaced.
    ▪ Reduced milk
    ▪ Added Tofu
    ▪ Added Soy-based beverage
    ▪ No change in cheese
 	
Caution!
• **DO NOT save** until you complete all family member food Rx changes. See step 8.
 	
• **If changes aren't reflected** under **Replacement FI**, call Cascades Support and **don't close out** of screen or save.
	Current Benefits
	
	Existing FI Details Total Items: **8**
	
		Category	Subcategory	Quantity	Unit of Measure

---	---	---	---
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	24	Ounce
Breakfast Cereal	Cereal All WIC -hot /cold	27	Ounce
Eggs	Eggs - all WIC	1	Dozen
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$$$$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Legumes	Peanut Butter/Beans All WIC	1	CTNR
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3.25	Gallon | **Replacement Benefits** **Replacement FI Details** Total Items: **8** | Category	Subcategory	Quantity	Unit of Measure
---	---	---	---
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	24	Ounce
Breakfast Cereal	Cereal All WIC -hot /cold	27	Ounce
Eggs	Eggs - all WIC	1	Dozen
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	$8.00	$$$$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Legumes	Peanut Butter/Beans All WIC	1	CTNR
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	2	Gallon
Cheese or Tofu	Tofu	1	CTRN
Milk – Reduced fat	Soy-based beverage	1	Gallon	 **Caution!** Only save if you are done with **all** family member Rx changes. If not done, proceed to the step 8. Save Cancel

8. **Other Family Members - Rx Changes:** In the <u>same</u> **Replace Current Benefits** screen: • **Select Change Rx** for the next family member, as needed. • **Once done** with <u>all</u> Rx changes and if foods in Replacement FI are correct, select **Save**.	**Participants** — Total Items: **3** | WIC Category	First Name	Last Name	Date of Birth	
---	---	---	---	---
N	ABBY	GOULD	9/28/2000	Change Rx
C	GEORGE	GOULD	1/13/2020	Change Rx
C	KATIE	GOULD	12/15/2018	Change Rx	 [Save] [Cancel]
9. **Verify Foods Replaced:** The system will automatically take you to the **Food Instrument List**. You will see the following**:** • **Status Message** will appear. • Select **Print Shopping List**. • **Confirm** that the items listed have been correctly replaced.	**Status Message** ℹ Replace current month food instrument is successful. [Print Shopping List] [Void Selected] [Replace] 	Quantity	UOM	Description
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$8.00	$$$$	Fruit and Vegetables - Cash Value Voucher
1	Pound	Tofu
24	Ounce	Whole Wheat Bread or Whole Grains
1	Dozen	Eggs - all WIC
1	CTNR	Peanut Butter/Beans All WIC
2.5	Gallon	Milk - Whole All WIC-Cow,Goat,Lactose Free
27	Ounce	Cereal All WIC -hot /cold
2	CTNR	Juice - All WIC - 64 oz carton
1	CTR	Soy-based beverage	