

Important! Slow down and make sure you know what food instruments are for future benefits. Only future benefits can be voided and reissued. If you void current benefits, you risk losing participant benefits. Please pay close attention to dates before every voiding anything.

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																														
<p>1. Voiding Future Benefits:</p> <ul style="list-style-type: none"> Select Food Instrument List. Select Search. <p>Tip: If there is too much data to sort through, change From Date in Search Criteria.</p> <ul style="list-style-type: none"> Look at First Date to Spend. <ul style="list-style-type: none"> In this example, June and July represent our future benefits. Check the box next to each set of benefits you need to void. Select Void Selected. Confirm Action will appear: <ul style="list-style-type: none"> Select Reason. Select Void. 	<p>Issue Benefits</p> <ul style="list-style-type: none"> Prescribe Food Issue Food Instruments Food Instrument List Replace Current Benefits Exchange/Increase Formu <p>Search Criteria</p> <p>Exact <input type="radio"/> Range <input type="radio"/> Issue Date <input checked="" type="radio"/></p> <p>From Date: 2/1/2019 To Date: 6/12/2019 Search</p> <p>Family Food Instruments</p> <table border="1"> <thead> <tr> <th></th> <th>Serial #</th> <th>First Date to Spend</th> <th>Last Date to Spend</th> <th>Status</th> <th>Issue Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>405</td> <td>5/31/2019</td> <td>6/29/2019</td> <td>Redeemed</td> <td>5/31/2019</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>406</td> <td>6/30/2019</td> <td>7/30/2019</td> <td>Issued</td> <td>5/31/2019</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>407</td> <td>7/31/2019</td> <td>8/30/2019</td> <td>Issued</td> <td>5/31/2019</td> </tr> </tbody> </table> <p>Print Shopping List Void Selected Replace Cancel</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="604 1031 982 1377"> <p>Confirm Action</p> <p>FIs to be Voided Total Items: 2</p> <table border="1"> <thead> <tr> <th>Serial #</th> </tr> </thead> <tbody> <tr><td>406</td></tr> <tr><td>407</td></tr> </tbody> </table> <p>Reason <input type="text"/></p> <p>Void Cancel</p> </div> <div data-bbox="1037 1031 1394 1377"> <p>Reasons for Voiding</p> <ul style="list-style-type: none"> Damaged Reprinted Lost Stolen Client Moved/Returned Office Error Custody Change Food Prescription Change Force Pay Not Used - Compliance Investigation </div> <div data-bbox="1514 1031 1892 1377"> <p>Confirm Action</p> <p>FIs to be Voided Total Items: 2</p> <table border="1"> <thead> <tr> <th>Serial #</th> </tr> </thead> <tbody> <tr><td>406</td></tr> <tr><td>407</td></tr> </tbody> </table> <p>Reason <input type="text" value="Food Prescription Change"/></p> <p>Void Cancel</p> </div> </div>		Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	<input type="checkbox"/>	405	5/31/2019	6/29/2019	Redeemed	5/31/2019	<input checked="" type="checkbox"/>	406	6/30/2019	7/30/2019	Issued	5/31/2019	<input checked="" type="checkbox"/>	407	7/31/2019	8/30/2019	Issued	5/31/2019	Serial #	406	407	Serial #	406	407
	Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date																										
<input type="checkbox"/>	405	5/31/2019	6/29/2019	Redeemed	5/31/2019																										
<input checked="" type="checkbox"/>	406	6/30/2019	7/30/2019	Issued	5/31/2019																										
<input checked="" type="checkbox"/>	407	7/31/2019	8/30/2019	Issued	5/31/2019																										
Serial #																															
406																															
407																															
Serial #																															
406																															
407																															

2. Confirm Benefits Voided:

- Select **Issue Food Instruments**.
- In the **Family Issuance Members** container:
 - The word **FULL** means the full amount of benefits are available for issuance.

In this example: If we see the word **Full** in the container for June and July, we know the benefits voided successfully.

If not, it would still say **Issued**.

Issue Benefits
 Prescribe Food
 Issue Food Instruments

Issue Food Instruments

Configuration

Family Issuance Day: 31 Issuance Frequency: 3 Month(s)

Family Issuance Members

<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	May	Jun	Jul
<input checked="" type="checkbox"/>	Pregnant	SAMANTHA MILLER	1/31/2020	Issued	Full	Full
<input checked="" type="checkbox"/>	Infant	TIM MILLER	11/30/2019	Issued	Full	Full
<input checked="" type="checkbox"/>	Child	JACK MILLER	5/31/2020	Issued	Full	Full
<input checked="" type="checkbox"/>	Child	SARA MILLER	5/31/2020	Issued	Full	Full

3. Food Prescription (Rx):

- Select **Prescribe Food**.
- Make sure the correct **participant icon** is selected in the family carousel. If not, select the correct icon.

In this example, we need to change Katie's food Rx.

Issue Benefits
 Prescribe Food
 Issue Food Instruments

MILLER Family
 Family ID: F00100000301
 310 MAINS ST
 BENGE, WA 99105

SAMANTHA

TIM

KATIE

JACK

SARA

Note: The Participant icon will show a gray looking box around it if selected.

- Select the most current Rx date that will affect the months you are replacing.

In this example we want to issue June and July benefits, so we need to edit the 6/14/19 Rx.

Food Prescription

6/14/2019 **Food Prescription Date** WIC Category Child Age Category 12 to 23 Months Family Issuance Day 31 Issuance Frequency 3 Month(s)

6/20/2019 +

6/14/2019 **Food Prescription Date** +

Note: Only start a new Rx if you can't edit the most current Rx.

4. Revise Food Rx:

Important! If current benefits also need to be replaced, **don't** make changes to food Rx. Instead see [Cascade Step: Replace Current Benefits](#) or you can lose participant benefits.

If no current benefits need to be replaced, continue with revision.

In this example, Katie is a 1 yr. old child. She needs soy instead of whole milk. This is allowed if soy is called out in benefits.

- Under Add Item to Food Prescription:**
 - Category = **Milk 1% Nonfat, Soy.**
 - Subcategory = **Soy-based beverage.**
 - Enter **Quantity.**
 - Select **Add Item.**

6/14/2019 + **Food Prescription Date** WIC Category Child Age Category 12 to 23 Months Family Issuance Day 31 Issuance Frequency 3 Month(s)

Food Prescription Items

Category	Subcategory	Quantity
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	3.25
Breakfast Cereal	Cereal All WIC -hot /cold	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2

Add Item to Food Prescription

Category: Milk 1% Nonfat, Soy Subcategory: Soy-based beverage Quantity: 3.25 Max / Med Max: 4 / 4 UOM: Gallon

Add Item **Clear**

Milk Scenarios:

- Children 1 year of age** - Keep *whole milk* or add *soy-based beverage*. No other low-fat milk options are allowed without medical need (see policy).
- Children 2-5 and adults** - Select *Milk or Soy (1% & Nonfat) All WIC*. Participants will have flexibility to choose milk types (soy, low fat goat/cow, lactose free) at the store.
- MDF** - Don't add any MDF unless prompted by Cascades.

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

In this example it = 0, so we are good to go.
- Select **Save**.

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
4	3.25	0.75	0	Gallon

- 5. **Stop and Review Benefits:**
 - You will be sent to the **Issue Food Instrument** screen.
 - **Slow down and verify** the following:
 - Review dates;
 - Review foods listed.
 - If the # of months is not correct:
 - Go to **Issuance Frequency** at the top of the page;
 - Select the pencil icon to change it.
 - If foods are not correct:
 - Go back to **Prescribe Foods** screen and edit the Rx.

Verify # months listed are correct.

Food Category	Subcategory	Quantity
Breakfast Cereal	Cereal All WIC -hot /cold	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$8.00
Milk - Fat Reduced	Soy-based beverage	3.25
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

Verify foods in each month are correct.

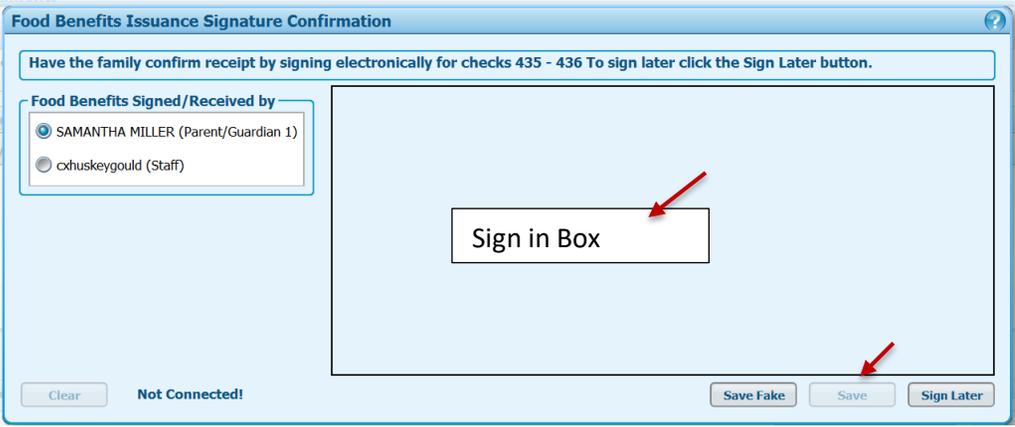
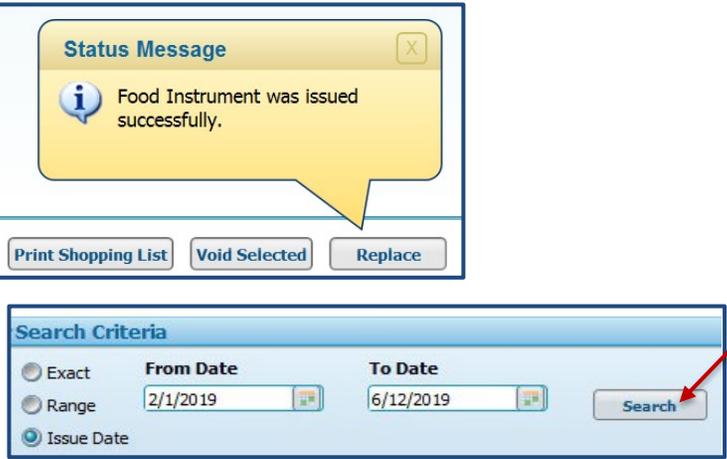
▼ **FDTS: 7/31/2019 - LDTS: 8/30/2019**

Food Category	Subcategory	Quantity
Breakfast Cereal	Cereal All WIC -hot /cold	36
Juice - 64 oz	Juice - All WIC - 64 oz carton	2
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$8.00
Milk - Fat Reduced	Soy-based beverage	3.25
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

Issue Food Instruments

Configuration

Family Issuance Day 31	Issuance Frequency 3 Month(s)
----------------------------------	---

<p>6. Reissue Benefits:</p> <p>Once everything on the Issue Food Instrument screen is correct:</p> <ul style="list-style-type: none">• Select Issue at the bottom of the screen.	
<p>7. Participant Signature:</p> <ul style="list-style-type: none">• Have the participant sign for benefits.• Select Save.	
<p>8. Food Instrument List:</p> <ul style="list-style-type: none">• The system will take you to the Food Instrument List.• Status Message will appear.• Select Search.	

- You will see the following:
 - June and July benefits **Voided**.
 - June and July benefits **Issued** (6/14/19).

Family Food Instruments						
<input type="checkbox"/>		Serial #	First Date to Spend	Last Date to Spend	Status	Issue
<input type="checkbox"/>		405	5/31/2019	6/29/2019	Redeemed	5/31/2019
<input type="checkbox"/>		406	6/30/2019	7/30/2019	Voided	5/31/2019
<input type="checkbox"/>		407	7/31/2019	8/30/2019	Voided	5/31/2019
<input type="checkbox"/>		435	6/30/2019	7/30/2019	Issued	6/14/2019
<input type="checkbox"/>		436	7/31/2019	8/30/2019	Issued	6/14/2019

Voided

Issued

- 9. Print Shopping List:**
- Select **Print Shopping List**.
 - A screen will appear with any downloads:
 - Select **open**.
 - Review shopping list closely** to make sure dates and foods listed are correct.
 - Select **print icon**.

Print Shopping List
Void Selected
Replace

View and track your downloads Search downloads

Name	Location	Actions
Shopping List Remai...pdf <small>cascades-test.xr-wic.com</small>	Do you want to open or save this file?	Open Save

Benefit Month	Serial Number	Benefit Balance:		Description
		Quantity	UOM	
6/30/19 thru 7/30/19	405	\$35.00	\$\$\$\$	Fruit and Vegetables - Cash Value Voucher
	405	1	Pound	Tofu
	405	104	Ounce	Whole Wheat Bread or Whole Grains
	405	4	Dozen	Eggs - all WIC
	405	5	CTNR	Peanut Butter/Beans All WIC
	405	24	Ounce	Baby Cereal - all WIC
	405	3.25	Gallon	Soy-based beverage
	405	10	Gallon	Milk Reduced Fat or Nonfat All WIC
	405	4	Pound	Cheese - all WIC
	405	3	Gallon	Milk - Whole All WIC
	405	135	Ounce	Cereal All WIC -hot /cold

Home Tools Shopping

This institution is an equal opportunity provider.

Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)

DOH 961-1171 January 2021

