Information from the system business rules:

The system will use the participant profile from the original issuance for a given reissuance month or determine a new participant profile for a given reissuance month based on these criteria:

• When a participant is being reissued benefits for the current month and they <u>do not</u> have a food package change, the system will use the participant profile that was used during the original issuance and they will be reissued the same food package (minus purchases).

• When a participant is being reissued benefits for the current month and they <u>do</u> have a food package change, the system will re-calculate their profile based on their current characteristics and re-verify the food package based on the re-calculated profile.

• When a participant is being reissued benefits for future months, whether they have a new food package or not, the system will re-calculate their profile for each future month being reissued using the FDTU of each future month as the effective date and then re-verify the food package based on the re-calculated profile for each reissuance month.

Reissuing Benefits- Quick Tips

- You can use "Benefit Inquiry" (located in the Card Activities drop down) or the Audit Trail panel to see what benefits have been issued and spent.
- If unopened cans of formula are being physically returned to the clinic, those cans need to be logged in to the Returned Formula panel prior to creating a new food package for formula changes.
- When reissuing benefits there is no need to adjust quantities in the food package panel, the system will look at what was issued, what was purchased, and what was returned and issue the appropriate amount.
- If a future milestone food package is in the client's record, remember to create a new food package for the new formula for it too, with the Effective Date of one day after the date that has been used.
- If a participant needs benefits reissued, the quantity of benefits the participant will receive depends on the time of the month they come in for that reissuance.
  - For example, if a participant received a full food package on April 2nd and comes in on April 12th to have benefits reissued, they will be reissued a 2/3 food package.

Proration Override vs. Reissue to Original

The Proration Override function can be used in order to provide a full food package during the middle or end of a month. It is only available the first time benefits are issued for any given month and is only to be used in a limited number of circumstances. Please see policy 235.02 for more information about this function and when it is allowed.

When a participant already has benefits for the current month, but needs them reissued during the 2/3 or 1/3 proration periods, select staff members have the ability to reissue at the original proration amount.

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- For example, if a participant received a full food package on August 1ˢᵗ and then comes back for a reissuance on August 14ᵗʰ, Original Reissuance could be selected so that benefits are reissued at the full amount, instead of a 2/3 package.
- This function will only allow up to the original proration amount. This function will not provide a full food package to a participant who was originally only issued a 2/3 or 1/3 food package.

Scenario I.
When a client is in need of a formula change after benefits have been issued and no formula is physically returned:

1. Check the benefit balance on the Audit Trail panel or do a Benefit Inquiry (under Card Activities Menu Bar) to see if there are formula cans remaining in the account that can be reissued for the current month.

2. Advise the client if otherwise, no formula remaining for the current month—that the change will happen for the following month. (Go to Scenario III below)

3. If there are some cans of formula for the current month that need replaced:
   a. Create a formula package using the current date as the effective date. If there are future packages already issued against, for milestones, make sure to create a new food package for those with the effective date one day greater than the previous one.
      > For example: Current formula Similac Advance needs changed to Gerber Good Start Soy. Current date 1/13/2016 is a 1-3 month package. Next month they received a 4-5month package dated for 2/1/2016—make sure to create the new Soy 4-5 month package for the date 2/2/2016.
   b. On the food benefits panel, ensure that the months already issued are showing up as available to reissue (check mark next to the food package line) <u>for all family members</u> receiving benefits.
   c. If any months beyond what has already been issued are showing up, be sure to uncheck them before clicking the "Issue Benefits" button. Note: After clicking Issue Benefits, the system will redisplay the FB panel ready to issue that future month you just unchecked, simply ignore it.
   d. If Food Benefits are not displayed as ready to issue in the Food Benefits panel: double check formula package dates are correct & the FB issuance is correct

Scenario II.
When a client is in need of a formula change after benefits have been issued and some formula is physically returned:

1. Check the benefit balance on the Audit Trail panel or do a Benefit Inquiry (under Card Activities Menu Bar) to check benefits remaining in the account that can be reissued for the current month.

2. Go to the Returned Formula Panel, select the correct participant in the participant record selector and click "Get Balance" button. The Returned Formula grid will be populated with the

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formula that was last issued for the current month, enter the quantity for the number of cans being returned in the "Quantity" field.

3. Go to the Food Package panel and create a formula package using the current date as the effective date. If there are future packages already issued against, for milestones, make sure to create a new food package for those with the effective date one day greater than the previous one.

> For example: Current formula Similac Advance needs changed to Gerber Good Start Soy. Current date 1/13/2016 is a 1-3 month package. Next month they received a 4-5month package dated for 2/1/2016—make sure to create the new Soy 4-5 month package for the date 2/2/2016.

    e. On the food benefits panel, ensure that the months already issued are displayed as available to reissue (check mark next to the food package line) for all family members receiving benefits.
    f. If any months beyond what has already been issued are checked for issuance, be sure to uncheck them. Note: After clicking Issue Benefits, the system will redisplay the FB panel ready to issue that future month you just unchecked, simply ignore it.
    g. If Food Benefits are not displayed as ready to issue in the Food Benefits Panel double check formula package dates are correct & the FB issuance is correct

Scenario III.
When a client is in need of a formula change and there are no cans remaining available to replace for the current month:

    a. Create a formula package for the first day of the next month (and/or) if there are future packages already issued against for milestones, make sure to create new food packages using the calendar control button using the effective date of one day greater than the previous one.
    b. On the food benefits panel, ensure that the months already issued are displayed as available to reissue (check mark next to the food package line) for all family members receiving benefits.
    c. If any months beyond what has already been issued are checked for issuance, be sure to uncheck them. Note: After clicking Issue Benefits, the system will redisplay the FB panel ready to issue that future month you just unchecked, simply ignore it.
    d. If Food Benefits are not displayed as ready to issue in the Food Benefits Panel: double check formula package dates are correct & of the FB issuance is correct