Cascades Steps - Replace Food and Formula Benefits Flowchart

**Important!**
1. This flowchart only applies to food and formula benefits issued in Cascades, not benefits issued via WIC Checks. See [Transition Guidance – Replacing WIC Checks](#) for more information.
2. Do not change the food Rx in any way until directed. Follow the flowchart below and any steps as directed. If you don’t follow these steps you may accidentally prorate the participant’s food benefits depending on the First Date to Spend.

Review the Food Instrument List for the following:
- Benefits issued to date;
- Redemption of any current month’s benefits;
- Under current benefits note how many days it has been since First Date to Spend.

Current Benefits

- Fully redeemed
- Partially redeemed
- Not redeemed at all

Future Benefits

Use Cascades Steps: **Void and Reissue Benefits**.

Look at today’s date in comparison to the First Date to Spend.

- Today’s date is **more than 7 days from the first date to spend.**
  - **Foods** - Use Cascades Steps: **Replace Current Benefits**.
  - **Formula** – Use Cascades Steps - **Exchange Formula Benefits** or **Increase Formula Benefits**.

- Today’s date is **less than 7 days from the first date to spend.**
  - **Foods** - Use Cascades Steps: **Replace Current Benefits**.
  - **Formula** – Use Cascade Steps- **Exchange Formula Benefits** or **Increase Formula Benefits**.

No changes in benefits.
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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)

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