Important! This step sheet 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.

- Void and reissue benefits in the following situations:
  - Replacing current food and formula benefits that haven’t been redeemed AND today’s date is < 7 days from the First Date to Spend.
  - Replacing future food and 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

<table>
<thead>
<tr>
<th>Steps</th>
<th>Cascades Screen</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Void Benefits:</strong></td>
<td>![Image]</td>
</tr>
<tr>
<td>- Select Food Instrument List.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Select Search.</td>
<td>![Image]</td>
</tr>
<tr>
<td><strong>Tip:</strong> If there is too much data to sort through, change From Date in Search Criteria.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Look at First Date to Spend.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- In this example, June and July represent our future benefits.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Check the box next to each set of benefits you need to void.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Select Void Selected.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Confirm Action will appear:</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Select Reason.</td>
<td>![Image]</td>
</tr>
<tr>
<td>- Select Void.</td>
<td>![Image]</td>
</tr>
</tbody>
</table>
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.

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.

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

     Note: The Participant icon will show a gray looking box around it if selected.
In this example we want to issue June and July benefits, so we need to edit the 6/14/19 Rx.

4. Revise Food Rx:

In this example, Katie has whole milk and needs soy beverage.

Important! Katie is a 1 yr. old child. Soy is allowed but is only listed under the low-fat option.

For a 1yr. old, you must select Soy-based beverage, not the All WIC option unless you have a MDF (see policy).

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

- Review Milk Substitution Calculator:

Note - In other scenarios:
- If the MDF is required the system will prompt you. Do not add it until prompted.
- For children 2-5 and adults, select Milk or Soy (1% & Nonfat) All WIC. These age groups can get all low-fat milk/soy options WIC allows. This subcategory gives them the flexibility to choose at the store.
You want **Milk Remaining** to = 0
In this example it = 0, so we are good to go.

- Select **Save**.

### 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.
6. **Reissue Benefits:**

   Once everything on the **Issue Food Instrument** screen is correct:
   - Select **Issue** at the bottom of the screen.

7. **Participant Signature:**

   - Have the participant sign for benefits.
   - Select **Save**.

8. **Food Instrument List:**

   - 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).

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.

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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)
DOH 961-1171 July 2019