

# Food Prescription Changes and Guidance on Voiding and Reissuance

## Food Prescription Changes

1. Make necessary food package changes in the **Food Prescription Screen**
  - 1) Remove any future food prescriptions that have not had benefits issued against it.
  - 2) Change the End Date of the current food package to yesterday's date.
  - 3) If you are unable to change the End Date, check off the Disable box. The disable check box should be used when it is the same day that the food package is assigned and issued.
  - 4) Assign the new food package (the new food package will have today as an effective date). If this is due to a formula change (non-exempt) or request for medical food remember to check off the Prescription Formula or Contract check box **before** adding the new prescription.
  - 5) SAVE the Food Prescription screen.

## Voiding and Reissuing Benefits

2. View what benefits have been redeemed in the **Benefit Inquiry Screen**
  - 1) For the current month determine what benefits have been redeemed (capture this information either by printing the page or writing the amounts down).
3. Void current months benefits in the **Benefits Void Screen**
  - 1) Select Void All or enter an amount in the Void Partial column and Save
  - 2) Next go to the Future months benefits by clicking in the Future radio button
  - 3) Void Future month's benefits. Remember that you cannot perform a partial void for future month's benefits. Once you save the screen, ALL future benefits have been voided.
4. Reissue benefits with the new food package in the **Issue Benefits Screen**
  - 1) Be sure to verify the Benefit Start Date (BSD) of the current month's package. If necessary change the Issue month to reflect the current month of issuance. For example, the BSD is 5/23/16, mom comes in for a formula change on 6/6/16, you will need to change the issue month to May so that the current months benefits will be reissued. Click the green GO button to activate the May Issue Month.
  - 2) Uncheck the prorate check box.
  - 3) Click in the Issue box. You will then receive a series of popups to validate the reissuance.

Next, go back to the **Benefits Void Screen** to complete a partial void of the benefits previously redeemed. For example: If mom previously purchased 1 lb of cheese, 14 oz of cereal and 1 gallon of milk you would need to complete a partial void of these products by entering these numbers into the Void Partial column and Save.

### Common Scenarios:

Mom comes in 6/6/16 with a new Pediasure prescription for her 2 year old. She has benefits that have been issued for 3 months from 5/23/16-8/22/16. Since she has used some of her current month's benefits you can complete a full void of future month's benefits however we will not be voiding any of the current benefits. In this case we will be reissuing for the current month for Pediasure only.

### Food Prescription Screen

- Change the End Date of the current food package to yesterday's date, **6/5/16**
- Check the **Prescription Formula** check box
- Add the new prescription, it will have today's date **6/6/16**. Since we will be reissuing with only Pediasure, tailor out all other food items, you can do this by replacing the quantity with 0. Now set the quantity of Pediasure and close.
- Next, set the End Date to the Benefit Loaded Through (BLT) date which is **6/22/16**.
- Add future prescriptions, this will have an Effect Date of 6/23/16. Be sure Pediasure is in this food prescription before closing the popup screen.
- **SAVE** the Food Prescription screen.

### Benefits Void Screen

- You will not be voiding any of the current month's benefits (unless other changes are necessary).
- Toggle to the Future month's radio button and complete a void of all future months' benefits. Save the screen.

### Issue Benefits Screen

- Change the **Issue Month** to May, click **Go**.
- In the **Months** column change the frequency to **1**. Remember, this is because you want to issue the Pediasure only package for the current benefit month; otherwise you have to void and reissue all other food items.
- Uncheck the **Prorate\*** check box.
- Click in the **Issue** box. You will receive the following prompts
  - Participant already has Benefits issued for this month. Do you wish to Re-Issue the Benefits? Click **OK**
  - Are you sure that you want to re-issue benefits as no current month benefits have been voided? Please ensure that you have voided benefits before performing this action. Click **YES**
  - Please ensure that you have voided benefits before performing this action: Check the Re-Issuance Reason.

- After working through these popups click the **Issue Benefits** button. Benefits for Pediasure have now been added to the current month's benefits.
- You will now need to reissue all future month's benefits. Be sure the Issue Month is now at June. If it is not, select June and click Go. Since you completed a void for all family members future benefits a check will be in the **Issue** box. Prior to issuing benefits click on the **Preview** button to ensure Pediasure is in the food prescription. Now you are ready to **Issue Benefits**.

Follow this flow whenever there is a change in infant formula or milk. If this is due to a formula change (non-exempt) or request for medical food remember to check off the Prescription Formula or Contract check box **before** adding the new prescription. Remember since milk is issued at the all authorized level you will have less food package changes. However, you may at times need to change the milk issued from 1%/non-fat milk to 2% milk (per policy 300-14 Non-standard Issuance of Milks (Whole, 2%, 1%, Skim) and Soy Based Beverages). In this situation you can follow the same flow. However, if you have more than one family member who is receiving 1%/skim milk you will need to complete a partial void in order to issue 2% milk.

**Mom certified her mostly breastfed infant and received 1 can of formula on 5/31/16. She was issued 2 months of benefits from 5/31/16-7/30/16. Mom comes in today 6/15/16 and says she is no longer breastfeeding and needs more formula. She purchased the 1 can for the current benefit month. Remember in this situation before changing the food prescription or voiding/reissuing benefits you must complete a category change.**

#### **Cert Action Screen**

- Click on the **BF Status Change** button
- Answer the series of questions in the BF Status pop up box. Notice that upon saving this screen (the lower left hand corner) the **New Category** will change from IBP to IFF.
- You will also notice on the Cert Action screen that the new category is set.

#### **Food Prescription Screen**

- **Remove** any food prescriptions that do not have benefits issued against them. In this case it would likely be the 4-5 month and 6-11 month food prescriptions.
- Change the End Date of the current food package to yesterday's date, **6/14/16**
- Add the new prescription; it will have today's date **6/15/16**. Issue a full food prescription, in this example it is 9 cans 12.5 oz Enfamil powder. **Remember you will tailor out the 1 can she previously purchased in the Benefit Void screen.**
- Add future prescriptions.
- **SAVE** the Food Prescription screen.

- Next toggle to mom in the family dropdown. You will follow the same 3 steps as the infant. **SAVE** the Food Prescription screen.

### Benefits Void Screen

- Since this is not a formula change you will not be voiding any of the current month's benefits.
- If mom's benefits will be reduced due to increase in formula, allow mother to keep her current month's benefits. Changes will be made to future months only.
- Toggle to the Future month's radio button and complete a void of all future months' benefits.

### Issue Benefits Screen

- Change the **Issue Month** to May, click **Go**.
- Uncheck the **Prorate\*** check box.
- Click in the **Issue** box. (Remember you are reissuing for the baby only. You will not be making any changes to moms' current months benefits). You will receive the following prompts:
  - Participant already has Benefits issued for this month. Do you wish to Re-Issue the Benefits? Click **OK**
  - Are you sure that you want to re-issue benefits as no current month benefits have been voided? Please ensure that you have voided benefits before performing this action. Click **YES**
  - Please ensure that you have voided benefits before performing this action: Check the Re-Issuance Reason.
  - After working through these popups, click the **Issue Benefits** button.
- You will now need to reissue all future month's benefits. Be sure the Issue Month is now at June. If it is not, select June and click Go. Since you completed a void for all family members future benefits a check will be in the **Issue** box. Prior to issuing benefits click on the **Preview** button to ensure the food packages have been updated for mom and baby. Now you are ready to **Issue Benefits**.

### Benefits Void Screen

- Finally, you will need to complete a partial void of the previously purchased formula. In the Benefits Void screen you will see **Issued** as 10 cans and **Remaining** as 9 cans. In the **Void Partial** column enter **1** and **Save**. This will void out the one can mom had purchased and she will have 8 cans remaining for the current month.

**\*Prorate: The Prorate check box in the Issue benefits screen should remain checked.** At times it may be necessary to uncheck the Prorate check box to allow for appropriate tailoring during a food package change. For example mom comes in for a formula change. She was previously issued 9 cans of Enfamil and redeemed all 9 cans; today she brought back 7 unopen cans. Her baby is now on Enfamil Prosobee. Today is day 20 which means that under normal conditions she would receive a prorated package of 3 cans. Since she brought in 7 cans we want to uncheck the prorate check box to allow for issuance of an un-prorated amount. In this case she would be reissued 9 cans of the new formula. Next, staff would need to go to the Benefits Void Screen and tailor out 2 cans of formula so that mom would leave with 7 cans of Prosobee for the current month.

**For additional information see Policy 400-05 Benefit Issuance, Prorating, Voiding and Reissuance**