

Issue Benefits

Make sure the issue box is checked for each client needing benefits.

If the box is not automatically checked, ensure the correct month is in the Issue Month and Issue Year drop-downs.

- The Food Package column show staff what food package is being issued. The Months column shows staff how many months of benefits are being issued.
- The Prorate button defaults to checked.
- Click on the Issue Benefits button at the bottom of the screen.

Family: 9345605 - Charlie Townsend

Clinic: 979701 Test Clinic 1

Issue Month: April

Issue Year: 2022

Go

Client ID	Client Name	Cat.	Food Package	BLT Date	BVT Date	Months	Issue	Prorate
300875804	Townsend, Bobby	C3	C2/C3/C4 MAX (LOWFAT MILK /IN...	2/24/2022	4/24/2022	3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
300875803	Townsend, Ryan	C4				3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
300875805	Townsend, Charlie	PG				3	<input type="checkbox"/>	<input checked="" type="checkbox"/>

BLT = Benefits Loaded Through (Date benefits were loaded)
BVT = Benefits Valid Through (Date when benefits end)

Preview Issue Benefits Cancel Next

Issue Benefits Complete

This completes the screen for the Issue Benefits section of the Guided Script. Staff are now ready to move on to the next section of the Guided Script – Schedule Appt.



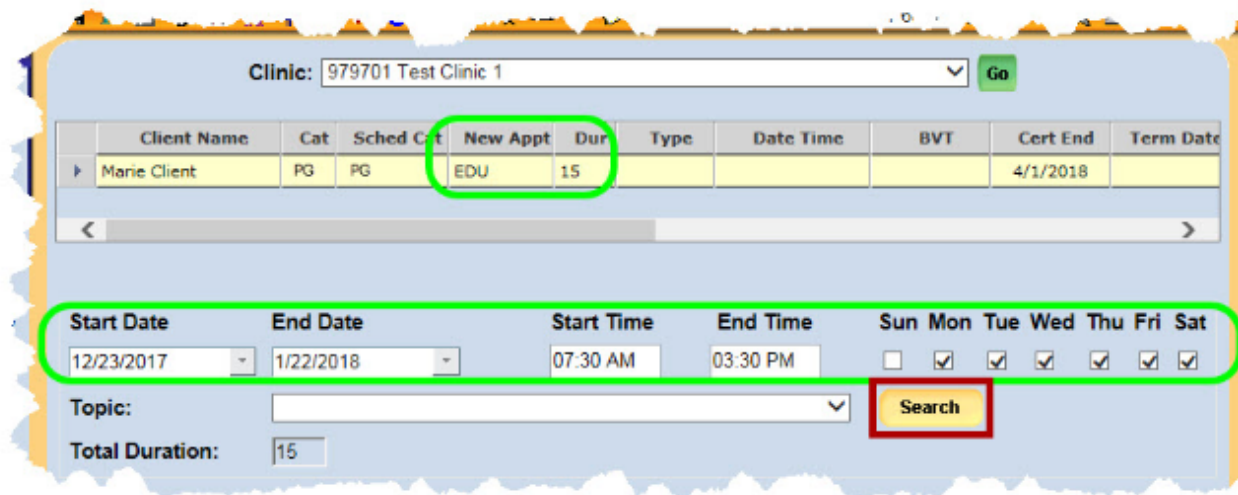
Schedule Next Appointment

To schedule the client's next appointment staff will need to do the following from the Appointment Scheduler screen:

1. Click in the **New Appointment** field and select the appointment type from the drop-down list.

Click [here](#) to view a list of "**Appointment Types**".

2. Select the appropriate **Duration** time from the drop-down list.
3. Edit the **Start** and **End Date** and **Time** fields if needed.
4. Uncheck any day checkboxes if appropriate.
5. Click on the **Search** button.



The screenshot shows the Appointment Scheduler interface. At the top, there is a dropdown menu for 'Clinic' set to '979701 Test Clinic 1' with a 'Go' button. Below this is a table with columns: Client Name, Cat, Sched Cat, New Appt, Dur, Type, Date Time, BVT, Cert End, and Term Date. A row for 'Marie Client' is visible, with 'EDU' in the 'New Appt' column and '15' in the 'Dur' column, both highlighted with a green circle. Below the table is a section for scheduling details, also highlighted with a green circle, containing fields for Start Date (12/23/2017), End Date (1/22/2018), Start Time (07:30 AM), End Time (03:30 PM), and checkboxes for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat). A 'Search' button is highlighted with a red box.

Client Name	Cat	Sched Cat	New Appt	Dur	Type	Date Time	BVT	Cert End	Term Date
Marie Client	PG	PG	EDU	15				4/1/2018	

Start Date: 12/23/2017 End Date: 1/22/2018 Start Time: 07:30 AM End Time: 03:30 PM

Sun: Mon: Tue: Wed: Thu: Fri: Sat:

Topic: Search

Total Duration: 15

Appointment Search Results Pop-up

Clicking the Search button displays the Appointment Search Results pop-up. Here staff will need to do the following:

1. Select the desired row in the grid.
2. Type an **Appointment Note** if needed.
3. Edit the **Time** field if needed.
4. Click on the **Create Appt.** button.

Create appointment for the following clients

Client ID	Client Name
301601607	Marie Client

Total Duration: 15

Date	Day	Start Time	End Time	Staff	Topic
12/23/2017	Sat	7:30 AM	3:30 PM	Walk-In	
12/23/2017	Sat	8:30 AM	2:30 PM	Column 1	
12/26/2017	Tue	7:30 AM	3:30 PM	Walk-In	
12/26/2017	Tue	8:00 AM	11:30 AM	Nutritionist 2	
12/26/2017	Tue	8:00 AM	11:30 AM	Nut. Ed.	
12/26/2017	Tue	8:30 AM	2:30 PM	Column 1	
12/26/2017	Tue	1:00 PM	3:30 PM	Nut. Ed.	
12/26/2017	Tue	1:15 PM	3:30 PM	Nutritionist 2	
12/27/2017	Wed	7:30 AM	3:30 PM	Walk-In	

Appointment Note

Early Appointment Desired:

Time:

Refresh Create Appt. Cancel

Appointment Created Successfully/Guided Script

Future Appts. Past Appts. Cancel

11 Appointment created successfully BRANDONC1212 979701 Test Clinic 1

Scheduling Tasks

Guided Script

- ✓ Family Information
- ✓ Client Information
- ✓ Cert Action
- ✓ Lab
- ✓ Health
- ✓ Nutrition History
- ✓ Breastfeeding
- Mid-Certification
- ✓ Nutr & Hlth Summary
- ✓ Nutrition Education
- ✓ Referrals
- ✓ Food Prescription
- ✓ Issue Benefits
- ✓ Schedule Appt
- Print Documents

Client Care

Exit

Completing the Client Certification

To complete the client certification visit, staff need to provide clients with the following documents:

- Client Agreement (If they are a new client, if not, ask them if they would like a copy.)
- Shopping List
- VOC
- NE Plan
- Referrals (if applicable)
- Vendor Listing (If they are a new client)

Print Documents

Documents can be provided in multiple ways. Select how each document will be provided (Print, Email, or WCC – WIC Client Connect.)

Optionally, click the Select All Print or Select All Email or Select All WCC checkbox to have all applicable documents printed.

Then, click the Print Selected button.

Note: To preview a document, select the document(s), then click the preview selected button.

The screenshot shows a web interface titled "Select Documents To Be Printed". At the top, there are three checkboxes: "Select All Print", "Select All Email", and "Select All WCC". Below this is a table with columns for "Print", "Email", "WCC", "Parameter", and "Document". A green rectangular box highlights the "Print", "Email", and "WCC" columns. At the bottom of the interface, there are two buttons: "Print Selected" and "Preview Selected".

Print	Email	WCC	Parameter	Document
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Shopping List
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		NE Plan
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Authorization to Release WIC Information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		VOC
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Referral Notification
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Client Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10 MILES	Client Vendor Listing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Income Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Residency Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Identity Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Compliance Letter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Fair Hearing Notice
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Short Certification Letter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Single-User Breast Pump Release Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Multi-User Breast Pump Loan and Release Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Loaner Breast Pump Return Receipt
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Ineligibility Notice

Print Documents Continued

Miscellaneous Reports Help Message

Add Complaint

Appeals and Fa

Authorized Venc

Communication

Compliance Inv

Formula Calcul

Images

Communications for Client:

	Date*	User ID*	Description*	Notes
	11/16/2022	HICKEYT1234	Client Vendor Listing	Print
	11/16/2022	HICKEYT1234	Referral	Print
	11/16/2022	HICKEYT1234	Verification of Certification	WCC
	11/16/2022	HICKEYT1234	NE Plan	WCC
	11/16/2022	HICKEYT1234	WIC Client Agreement	Email
	3/12/2020	RESSLERK	Income Attestation Form	

Client Certification Complete



Benefits Inquiry Option



File Scheduler Certification **Benefits** Miscellaneous Reports Help Messages

EBT Account Maintenance
Issue Benefits
Benefits Inquiry
Benefits History
Benefits Void
EBT Cards Inventory
PF Benefits Summary

ent, emilia (PG) * 301 224

Authorized Person: Emilia
Assigned Clinic: Test

Appointments:

Name	Time	Clinic
Nate Client	8:45 AM	Test Clinic 1
Emilia Client	8:45 AM	Test Clinic 1

Name	Phone	DOB	Age	Time	Clinic
Nate Client				8:45 AM	Test Clinic 1
Emilia Client	301 224 397	EDU	9/20/2017	8:45 AM	Test Clinic 1

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Mon 11/21/2022

Family: 9345928 Clinic: 010101

Start Date: 11/9/2022 End Date: 12/8/2022

Package Size	Food Item	Issued	Redeemed	Voided	Remain
GAL	Skim, 1/2% or 1% Milk	4	0	0	4
HGL	Skim, 1/2%, 1% or Buttermilk	2	0	0	2
LB	CHEESE (\$8.00 MAX PER LB.)	1	0	0	1
DOZ	EGGS	1	0	0	1
CAN	JUICE 48 OZ OR 11.5-12 OZ CONC	3	0	0	3
OZ	CEREAL	36	0	0	36
JAR	16-18ozPnutBtr,lb Dry,15-16ozCnBean	2	0	0	2
OZ	INFANT CEREAL	24	0	0	24
JAR	4 oz INFANT FRUIT OR VEGETABLES	16	0	0	16
LB	WHOLE GRAINS	1	0	0	1
\$\$\$	FRUITS AND VEGETABLES	49	0	0	49
\$\$\$	FRESH FRUITS AND VEGETABLES	4	0	0	4
CAN	Standard Infant Formula PWD	1	0	0	1

Benefits History Option



ily: 9840730 - Pg 8.2 Clinic: 979701 Test Clinic 1

Start Date	End Date				
11/12/2020	12/11/2020				
Client	Benefit Issue Number	Re-Issue Reason			
301844938 - Report 8.2	97011038143789				
Pkg. Size	Food Item	Qty.	Transaction Type	Transaction By	Transaction Date
GAL	Skim, 1/2% or 1% Milk	3	Issue	KODURB	9/12/2020 1:36:37 PM
HGL	Skim, 1/2%, 1% or Buttermilk	1	Issue	KODURB	9/12/2020 1:36:37 PM
LB	CHEESE (\$8.00 MAX PER LB.)	1	Issue	KODURB	9/12/2020 1:36:37 PM
DOZ	EGGS	1	Issue	KODURB	9/12/2020 1:36:37 PM
OZ	CEREAL	36	Issue	KODURB	9/12/2020 1:36:37 PM
JAR	16-18ozPnutBtr,lb Dry,15-16ozCnBe...	1	Issue	KODURB	9/12/2020 1:36:37 PM
LB	WHOLE GRAINS	2	Issue	KODURB	9/12/2020 1:36:37 PM
\$\$\$	FRUITS AND VEGETABLES	9	Issue	KODURB	9/12/2020 1:36:37 PM

Benefits Void Option



File Scheduler Certification **Benefits** Miscellaneous Reports Help Messages

- EBT Account Maintenance
- Issue Benefits
- Benefits Inquiry
- Benefits History
- Benefits Void**
- EBT Cards Inventory
- PF Benefits Summary

Authorized Person: Emilia
Assigned Clinic: Test

Appointments:

Name	Time	Clinic
Nate Client	8:45 AM	Test Clinic 1

Family: 9840730 - Pg 8.2 Clinic: 979701 Test Clinic 1

Benefits: Current Future Select All

Start Date	End Date						
11/12/2020	12/11/2020						
Client	Benefit Issue Number						
301844938 - Report 8.2	97011038143789						
Package Size	Food Item	Issued	Redeemed	Voided	Remain	Void All	Void Partial
GAL	Skim, 1/2% or 1% Milk	3	0	0	3	<input checked="" type="checkbox"/>	
HGL	Skim, 1/2%, 1% or Buttermilk	1	0	0	1	<input checked="" type="checkbox"/>	
LB	CHEESE (\$8.00 MAX PER LB.)	1	0	0	1	<input checked="" type="checkbox"/>	
DOZ	EGGS	1	0	0	1	<input checked="" type="checkbox"/>	
CF	CFREAL	36	0	0	36	<input checked="" type="checkbox"/>	

Benefits Void Screen - Future

- To void **Future** benefits click on the radio button next to **Future**.
- Notice that **Select All** and **Void All** are checked and grayed out. To void all **Future** benefits, click on the **Save** or **Close** button.
- IF YOU DO NOT WANT TO VOID THE FUTURE BENEFITS, CLICK ON THE **CANCEL** BUTTON!

Family: 9840730 - Pg 8.2 Clinic: 979701 Test Clinic 1

Benefits: Current Future Select All

Start Date	End Date						
11/12/2020	12/11/2020						
Client	Benefit Issue Number						
301844938 - Report 8.2	97011038143789						
Package Size	Food Item	Issued	Redeemed	Voided	Remain	Void All	Void Partial
GAL	Skim, 1/2% or 1% Milk	3	0	0	3	<input checked="" type="checkbox"/>	
HGL	Skim, 1/2%, 1% or Buttermilk	1	0	0	1	<input checked="" type="checkbox"/>	
LB	CHEESE (\$8.00 MAX PER LB.)	1	0	0	1	<input checked="" type="checkbox"/>	
DOZ	EGGS	1	0	0	1	<input checked="" type="checkbox"/>	
OZ	CEREAL	36	0	0	36	<input checked="" type="checkbox"/>	
JAR	16-18ozPnutBtr,lb Dry,15-16ozChBe...	1	0	0	1	<input checked="" type="checkbox"/>	
LB	WHOLE GRAINS	2	0	0	2	<input checked="" type="checkbox"/>	
\$\$\$	FRUITS AND VEGETABLES	9	0	0	9	<input checked="" type="checkbox"/>	
BTL	64 OZ JUICE	2	0	0	2	<input checked="" type="checkbox"/>	
301868185 - IFF (test formula) 8.2	97011038143786						

Re-Issue Benefits

Family: 9738314 - Marie Client

Clinic: 979701 Test Clinic 1

Issue Month: October

Issue Year: 2017

Go

Client ID	Client Name	Cat.	Food Package	BLT Date	BVT Date	Months	Issue	Prorate
301601607	Client, Marie	PG	PG/BP MAX (LOWFAT MLK)			3	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Preview

Issue Benefits

Cancel

Next

Re-Issue Pop-Up



miwic-prod.state.mi.us says

Client already has Benefits issued for this month.

Do you wish to Re-Issue the Benefits?

OK

Cancel

Re-Issuance Reason Pop-up

