

Memo Name: Change When Using Hidden Member Option in Journey
Memo Type: Procedure Change
Author: Marge Blankenship, Clinic Services Coordinator
Procedure Reference:

Memo Number: 5-2026
Issue Date: September 9, 2026
Effective Date: 9/15/2026
End Date: Ongoing

Using Hidden Member in Journey

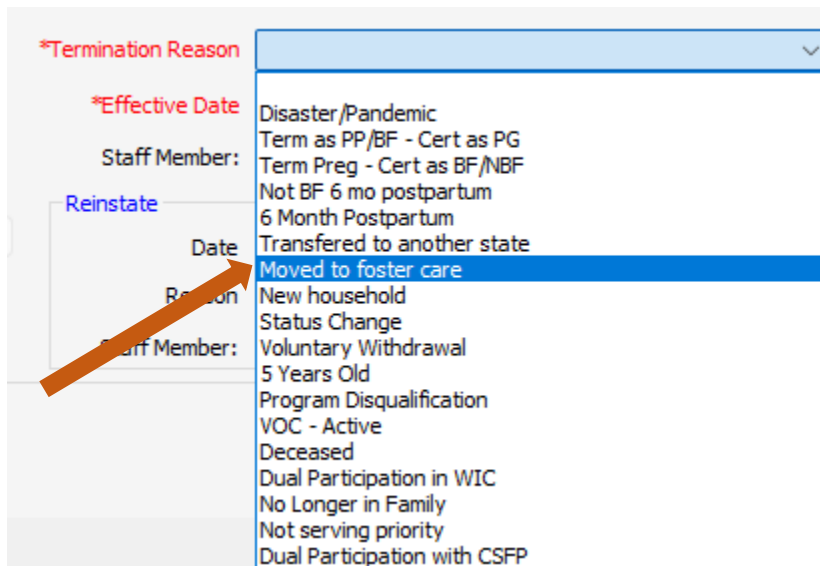
We have recently learned that designating someone as a hidden member and/or using the “no longer in family” termination reason in Journey will also hide a participant’s record in the Search Function.

Beginning September 15, 2026, Nebraska WIC will mark family members using the hidden member option or the termination reason “no longer in family” only for members that are deceased. Journey will continue to mark children who turn 5 years old automatically as no longer in the family when they reach that age.

Records for children moving between homes (ie. foster or custody changes), are most often affected by this. The change is critical to allow all children to appear in the search panel when creating new records and decreasing the occurrences of duplicate records and benefit issuance.

Designating a Child Who is Moving to/from Foster Care

A new termination reason has been added in Journey to use when a child/teen moves to or between foster homes. The reason “Moved to Foster Care” should be used when you are told a child is no longer in a family, (both bio and foster). Terminating the child using this code will allow their name to show up in the search panel when the child goes to another clinic and staff begin or search for a new record.



***Termination Reason**

- Disaster/Pandemic
- Term as PP/BF - Cert as PG
- Term Preg - Cert as BF/NBF
- Not BF 6 mo postpartum
- 6 Month Postpartum
- Transferred to another state
- Moved to foster care**
- New household
- Status Change
- Voluntary Withdrawal
- 5 Years Old
- Program Disqualification
- VOC - Active
- Deceased
- Dual Participation in WIC
- No Longer in Family
- Not serving priority
- Dual Participation with CSFP

Designating a Child When Custody or Guardianship Has Changed AND the New Family/Authorized Representative is Unknown

Do not create a new record or move the child to a new family until you have confirmation and seen proof of the custody change.

- Put an alert in the current record to let others know what information has been shared about the custody change.
- Use the new termination reason “New Household” that has been added to Journey to terminate the child from WIC enrollment.

*Termination Reason
*Effective Date
Staff Member:
Reinstate
Date
Reason
Staff Member:

- Disaster/Pandemic
- Term as PP/BF - Cert as PG
- Term Preg - Cert as BF/NBF
- Not BF 6 mo postpartum
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Terminating the child using this code will allow their name to show up in the search panel when the child goes to another clinic and staff begin a new record, preventing duplicate records.

What To Do When a Child Comes to Your Clinic and Has Been Terminated Using the Moved to Foster Care or New Household Codes

Children whose WIC record was terminated, BUT they are still in a valid certification period when they come to your clinic --

- Use the reinstate button in the Certification Panel to reactivate their participation
- Check to be sure the assigned food package will work or if they need a new package
- Deactivate/Issue a new eWIC card when appropriate
- Add benefits to the card.

****** when issuing a new eWIC card use the “Audit Trail” to check what benefits have been purchased during the current month and adjust/tailor the foods accordingly to prevent over issuance/purchases.

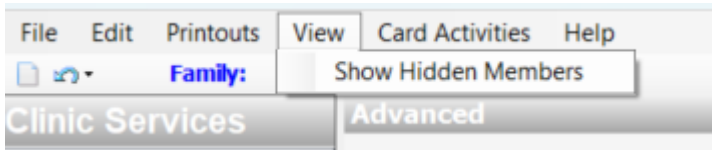
Children whose WIC record was terminated, AND they are no longer in a valid certification period when they come to your clinic --

- Schedule a recertification appointment
- Recertify them following the normal process
- Deactivate/Issue a new eWIC card when appropriate
- Add benefits to the card.

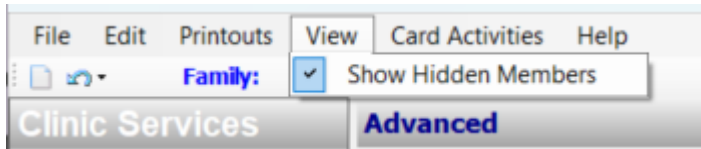
Locating a Child Who May Have Been Marked as a Hidden Member Before September 15th

Prior to starting a search:

- Click on the “View” option at the top of the Journey screen
- Choose “Show Hidden Members”



- A check mark will show beside the words when this option is active.



This will allow all persons, with the same name, who have been terminated with the “no longer in family” option to show in the search results.

Once you have finished searching for the child’s record(s), go back to the “View” option and click on “Show Hidden Members” to turn it off.