

## Ordering Formula from the State

- I. In situations where the individual is eligible for both WIC and Medicaid benefits, Medicaid is the primary payor. The formula is provided by a Medicaid-enrolled medical supply company, as long as the member meets policy criteria and the nutritional service is a covered benefit. In all other circumstances, WIC is the primary payor and provider.
  - a. Have the participant work directly with Medicaid and their healthcare provider if they have questions about meeting policy criteria and covered nutritional services.
  - b. WIC continues to be a supplemental program. See food package policy for maximum formula amounts provided by WIC and allowed by USDA policy.
  - c. A participant, caregiver, medical supply company, Medicaid, healthcare provider or someone working under their supervision can provide verbal confirmation that Medicaid denied coverage. This is acceptable to confirm that WIC is the primary payor and provider of formula.
- II. State-ordered formula is meant to refer to any infant formula, exempt infant formula, or WIC-eligible nutritional that is unavailable or extremely difficult to find in stores and has been approved in the Product Guide to be a state-ordered formula. These products may also be referred to as “special formula.”
  - a. If a product is available through local vendors and the pharmacy, the product should be issued to the participant’s account to be purchased through the local vendor—not ordered as a special formula.
  - b. If a product has limited availability through local vendors and the participant has circumstantial hardship (e.g., transportation challenges, medical challenges), you must receive approval from a state registered dietitian (RD) before it can be ordered as special formula.
    - i. Contact a state RD via phone or email.
    - ii. Local staff must document state RD approval in the comments section of the special formula order form.
  - c. If a product is not available through local vendors, the product can be ordered as special formula.
- III. The only staff authorized to order state-ordered formula are competent professional authorities (CPAs) who have successfully completed the special formula training (see ‘Staff Training’ policy; IV. Organization and Management/Staffing and Training Requirements/Staff Training).
- IV. Issuing **Only** State-Ordered Formula in the Food Package Screen in VISION.

- a. Select the “Special Diet” check box. Enter medical documentation information from the Formula and Food Authorization Form (FAFAF) under ‘Documentation’.
- b. Select the model food package from the drop-down list according to the participant’s category, breastfeeding description, and what category of formula or nutritional they are receiving (21, 31, or 41).
  - i. Refer to the Product Guide to determine if the needed product is classified as a category 21, 31, or 41 product. The model food packages you can select from are:
    1. “State Ordered Formula 0-5 mos”
    2. “State Ordered Formula No Food”
  - ii. If the participant is issued formula or a nutritional to purchase with their WIC card, and needs state-ordered formula as well, include both on their food package.
    1. VISION recognizes state-ordered formula as a set number of ounces. If you are unable to verify the food package because VISION is calculating too many ounces are being issued to the participant, issue the product that the participant will purchase at the store and include a comment on their food package that they are receiving state-ordered formula as well. Include the category of the product(s).
      - a. This can also apply when an infant is part breastfeeding in-range and receiving state ordered formula and is issued formula or a nutritional. If the mom’s food package doesn’t verify as a Part Breastfeeding food package (but it verifies as a Postpartum food package) then only issue the product in the infant’s food package that they will purchase at the store and include a comment on their food package that they are receiving state-ordered formula as well. Include the category of the product(s). This will allow mom’s food package to correctly verify as a Part Breastfeeding food package.
    2. If the participant is receiving more than 1 state-ordered product, and the products are different categories, select the category of the product they are receiving more of and include a comment on their food package that they are receiving multiple state-ordered products. Include the category of the product(s).
- c. If an infant is partially breastfeeding out-of-range, and receiving state-ordered formula, select the “State Ordered Formula 0-5 mos” model food package and change the quantity from “1” to “2.” This will move the infant

to the out-of-range amount and allow the mom to receive a postpartum food package if the infant is < 6 months old.

- d. The “Direct Ship” box must be selected in the food package grid on the state-ordered formula line. This allows VISION to recognize that the participant is receiving a state-ordered formula and that it will not be available on their account.
- e. Verify the food package and issue benefits to the participant. No benefits will be issued to the participant’s account because the “Direct Ship” box was checked, but this still must be done.

V. Issuing State-Ordered Formula **and Foods** in the Food Package Screen in VISION.

- a. Select the “Special Diet” box. Enter medical documentation information from the FAFAF under “Documentation”.
- b. Select the model food package from the drop-down list according to the participant’s category, breastfeeding description, what category of formula or nutritional they are receiving (21, 31, or 41), and the participant’s food preferences or prescription.
  - i. Add the desired 21, 31, or 41 state-ordered formula to the food package if it is not already included in the model food package you chose.
  - ii. Refer to the Product Guide to determine if the needed product is classified as a category 21, 31, or 41 product.
  - iii. If the participant is issued formula or a nutritional to purchase with their WIC card, and needs state-ordered formula as well, include both on their food package.
    - 1. VISION recognizes state-ordered formula as a set number of ounces. If you are unable to verify the food package because VISION is calculating too many ounces are being issued to the participant, issue the product that the participant will purchase at the store and include a comment on their food package that they are receiving state-ordered formula as well. Include the category of the product(s).
    - 2. If the participant is receiving more than one state-ordered product and the products are different categories, select the category of the product they are receiving more of and include a comment on their food package that they are receiving multiple state-ordered formula products. Include the category of the product(s).
- c. The “Direct Ship” box must be selected in the food package grid on the state-ordered formula line. This allows VISION to recognize that the

participant is receiving a state-ordered formula and that it will not be available on their account

- d. Verify the food package and issue benefits. Only non-state-ordered formula benefits will be issued to the participant's account because the "Direct Ship" box was checked.

#### VI. Ordering State-Ordered Formula.

- a. The amount of product ordered as state-ordered formula (count) must be calculated based on the participant's FAFAF and must not exceed the USDA maximum monthly allowance (MMA).
- b. A state RD will review all state-ordered formula orders before they are submitted to the pharmacy.
  - i. The state RD may need to consult with the local CPA before the final approval of the order.
  - ii. If the local CPA left the "Count" field blank on the order form, the state RD shall determine and enter the count without consulting the local CPA.
- c. Local staff must contact one of the state RDs if they have a question about the order they submitted or need to make changes to a submitted order.

#### VII. Receiving State-Ordered Formula in Local WIC Clinics.

- a. Each clinic must keep a clinic receiving and issuance log. A clinic receiving and issuance log template can be found on SharePoint under the Nutrition tab. Clinics may also choose to create their own log that documents the same information.
- b. Verify, and document in the clinic receiving and issuance log, that the following information is correct when the state-ordered formula is delivered to your clinic:
  - i. Participant first and last name
  - ii. Participant ID
  - iii. Product name
  - iv. Product count for issuance period
  - v. Expiration dates on all packaging
    - 1. Do not accept product that expires in less than 90 days of the date of delivery.
  - vi. Condition of all packaging.
    - 1. If product is open, damaged, or dented do not accept it.

- c. Local WIC staff will sign or initial pharmacy records and the clinic receiving and issuance log to verify that the product delivered is correct based on the approved order and that it meets these standards.
- d. The “Clinic Received Date” must be entered in the SharePoint order form after it is delivered and verified in the clinic. This will move the order form to “Clinic Received” status.
  - i. Local staff must enter the date the product was delivered to their clinic where indicated on the SharePoint order form.
  - ii. The pharmacy must update the status of the order to “Pharmacy Sent” **before** clinic staff can enter the “Clinic Received Date.” Please allow 24 hours after delivery of the product for the status to be updated by the pharmacy. If the status has still not been updated after 24 hours, contact the state RDs.
  - iii. Local WIC staff must not change the status of the SharePoint order form except to change it from “Pharmacy Sent” to “Clinic Received.”

VIII. Storage of State-Ordered Formula in Local WIC Clinics.

- a. Local agencies should only store small quantities of state-ordered formula for a limited amount of time.
  - i. Monthly orders should be done for each participant needing state-ordered formula.
  - ii. Monthly pick-up appointments should be scheduled.
- b. Storage is required that minimizes the danger of loss due to theft, infestation, fire, spoilage, or other causes.
- c. Unopened liquids or powders should be kept at room temperature.
- d. Storage area should be free of pests.
- e. Formula should be stored in a locked cabinet or locked room with limited access to minimize the danger of loss or theft.

IX. Reporting Lost or Stolen Formula.

- a. Call the state WIC office to report any loss or theft of formula.
- b. Document this in the participant’s Comments/Alerts section in VISION.

X. Issuing State-Ordered Formula to Participants.

- a. Upon issuing state-ordered formula, document the following:
  - i. Date the formula was issued to the participant.
  - ii. Signature or initials of WIC staff issuing formula to the participant.

- iii. Signature of the participant, parent/guardian, or proxy.
  - iv. Product name.
  - v. Product count.
  - vi. Product expiration date.
  - vii. Issuance period.
- b. Proration and issuance period alterations will be done in the local WIC clinic when necessary.
- i. State-ordered formula may need to be prorated, or the issuance period altered, for many reasons (e.g., late pick-up of formula, new FAFAF prescription). The amount of formula issued to a participant shall not exceed the prescribed amount on their FAFAF or the USDA MMA.
  - ii. Always include the day you issue the formula when calculating how many days you will issue the product for.
  - iii. There are 2 methods that can be used:
    - 1. **Method 1 (proration):** Proration is based on the number of days remaining in the issuance period if the issuance period is from the 1<sup>st</sup> day of the month to the last day of the month.
    - 2. **Method 2 (altered issuance period):** Staff may choose to provide the entire month's allowance and adjust the beginning issuance date for the next issuance period. The issuance end date of the current issuance period would change to be 30 or 31 days from the date the participant picked up their product (28 or 29 days in February). The next month's issuance period will start the day after the new issuance period end date.
- c. Proration or issuance period alteration must be documented in the clinic receiving and issuance log. Staff may document proration on paper formula logs, in VISION, using an electronic tracking form, or another documentation method that is used in the clinic.
- d. It is allowed to issue the current issuance period (when it is a partial month) and the next issuance period at the same appointment only when:
- i. state-ordered formula is issued to the participant for the first time.
  - ii. state-ordered formula is issued to the participant late into the current month's issuance period and you use "Method 1 (proration)."

## XI. Returning State-Ordered Formula.

- a. State-ordered formula may be returned to the pharmacy only if the product meets all of the following criteria:
- i. It is no longer needed.
  - ii. It has not left the clinic.

- iii. It will not expire in less than 90 days.
  - b. Refer to the “Formula and Food Returns” policy for information regarding state-ordered formula that was returned by the client or is no longer needed but does not meet the criteria to be returned to the pharmacy (I. Food Delivery/Food Benefit Accountability/Formula and Food Returns).
  - c. Submit return requests through the special formula return process in SharePoint.
    - i. It is best practice to submit a return request as soon as it’s known that the product is no longer needed.
    - ii. Staff should use the product’s original order to create a return request.
    - iii. Staff must only return an amount of a product that is less than or equal to the count on the original order form.
    - iv. If 2 products were ordered on 1 order form, and staff only need to return 1 of the products, the count must be entered as 0 on the formula that is not being returned in the return order form.
  - d. Do not submit a return request if there was an error in the pharmacy delivery (e.g., wrong product or flavor being delivered, damaged product). Email all state RDs regarding errors in pharmacy deliveries.
- XII. Ordering State-Ordered Formula for Participants Not Currently Certified on the Utah WIC Program.
- a. Under rare circumstances, formula may be ordered for a participant who is not currently certified on the WIC program. Approvals will be made on a case-by-case basis.
  - b. These conditions must be met before staff can submit the order on SharePoint:
    - i. The participant must have a Person ID (PID).
    - ii. The participant must have a scheduled appointment to certify or recertify on the program.
    - iii. The clinic must verify the participant is an active Medicaid recipient.
    - iv. The participant must have a completed FAFAF with a qualifying medical condition and formula.
  - c. Staff must document the above conditions have been met on the SharePoint order form and in VISION in the following places:
    - i. SharePoint order form: Plan/Comments
    - ii. VISION: Family Alerts
  - d. State-ordered formula (or other WIC benefits) must not be issued to the participant until they are active on the WIC program.

XIII. Home Deliveries of State-Ordered Formula.

- a. Under rare circumstances, formula may be delivered to a participant's home who is not able to pick up their formula from the local WIC clinic.
  - i. State RD approval is required before the order is submitted in SharePoint in these circumstances.
  - ii. Approvals will be made on a case-by-case basis.
- b. These conditions must be met in order to be considered for approval:
  - i. Participant's situation must demonstrate substantial hardship to travel to the WIC clinic (e.g., transportation challenges, medical challenges).
  - ii. Clinic staff should first ask the participant if they have trusted support people or proxies that could pick up the formula on their behalf.