

Local Agency Formula Warehouse Process

A. PURPOSE OF PROCEDURE:

The following is a standardized process for local agency staff needing to order an exempt infant formula and/or medical nutritional product for a specific WIC participant that is unavailable, or otherwise difficult to obtain, through a retailer, including special purpose vendors, within a reasonable distance of where the participant lives.

SCOPE OF THE PROCEDURE:

This process should only be used when a special formula or medical food is needed and not available at WIC approved grocery or pharmacy retail locations within the WIC participant's local community. If the product is not currently in Focus, local agency staff must first confer with their state WIC consultant.

All correspondence related to special formula warehouse orders should be done through the WICHD@idph.iowa.gov email account.

Limitations of the procedure include:

- Product orders must be fulfilled within the benefit period redeemed to remain consistent with Federal Regulations. Fulfillment is met when the product ships from the vendor. Local agencies are responsible for notifying the state office of any damages, errors or shipments not delivered. Notification must be provided more than 4 business days prior to the end of the month. **DO NOT** directly email your assigned consultant.
- Remote product orders must adhere to the same requirements as WIC Online Ordering, as this process is a form of online ordering.
- New orders **MUST** be submitted to the state more than 3 business days prior to the end of the month to be ordered that month. If submitted 3 business days or less from the end of the month the new order will start the following month.

B. GENERAL PROCEDURE:

Below are the process steps for formula warehouse orders that local agency staff will use to place both new orders and recurring orders.

Step ACTION

1	New Orders - Create the appropriate food package and issue the benefits to the participant.
2	Document in the participant's record that the product is being ordered through the formula warehouse.
3	Local Agency staff send an email request to the State Office for new orders to WICHD@idph.iowa.gov including the following required information:

	<ul style="list-style-type: none"> • FID • EU number • PID • PAN • Product name (and flavor if applicable) • Form • Size • Quantity needed • Agency or clinic address for shipping • Indicate if the order will be a recurring order <p>Note: Allow <u>2-3 business days</u> to process all new orders.</p>
4	<p>Instruct the participant that they are not to try and purchase the product anywhere, that the product will be ordered and shipped to the local WIC agency and that WIC staff will be contacting them to make arrangements for pick up once it arrives.</p>
5	<p>Once the local agency receives the formula, inspect it to ensure that the correct formula has been delivered, the product is not expired, and the packaging/containers have not been opened, damaged and/or tampered with. Notify the state office of any product not received, damaged, or any other errors within 2-3 business days. The state must be notified via email at WICHHD@idph.iowa.gov when all orders are received.</p> <p>Best practice would be to scan the packing slip received with the shipment into the participant's record.</p>
6	<p>Notify the participant and make arrangements for the formula to be picked up at the local agency or local agency clinic location. (In the meantime, ensure the formula is stored in a safe and secure manner.)</p>
7	<p>Once the participant picks up the formula, document in the care plan the participant has received the formula.</p>
8	<p>Going forward, follow your local agency's normal policy and protocol for participant scheduling and benefit issuance.</p>
9	<p>Recurring Orders - Local Agency staff send email notification of any changes (PAN, quantity, shipping address) or cancellations to an existing order by email to WICHHD@idph.iowa.gov 3 business days prior to the end of the current month, for the next month's order. If the local agency has multiple office locations and/or subcontractors, all orders must be rolled up in one email to the state office. If no email is received, the State Office will place orders for any recurring order if there is issuance for the product in the family's benefit balance, as verified in WIC Direct.</p> <p>It will be very important that you notify the WIC HelpDesk if the participant is no longer in need of the formula, formula is not being picked up or of any other changes associated with the order. (Note: benefits must be issued to the participant in order for state staff to place the order.) If no benefits were issued 3 business days before the end of the month the state will assume the recurring order is canceled.</p>

10	Recurring Orders - Agencies are responsible for reassessing local availability of a special formula or medical foods with local vendors at a minimum every 3 months for all recurring orders.
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