

PROCESSING THERAPEUTIC FORMULA REQUESTS

The WIC program provides basic preventive education, supplemental foods, and individual or group education to reinforce diet therapy provided by the health care system. Therapeutic formula and WIC-eligible nutritionals are intended to provide infants, children, and women participants who have a diagnosed medical condition or dietary problems that restricts the use of conventional foods. The WIC RD is not expected to challenge a physician's medical diagnosis or prescription; our role is to educate health care professionals and the public about pediatric nutrition as they provide feedback regarding available formulas, feeding practices, and tolerance.

When presented with therapeutic formula requests, the role of a WIC RD (or DN, if trained by the local agency in the therapeutic formula ordering process) is as follows:

1. Determine if the formula matches the diagnosis.

Symptoms/diagnosis (Dx) for the prescribed formula must be consistent with indications recommended by the manufacturer. If you have questions regarding the request:

- Obtain consent form from the WIC participant to contact healthcare provider,
- Contact the healthcare provider for clarification if there are concerns,
- Determine whether a contract formula that is available can be issued instead and suggest this to the healthcare provider, or
- If a contract formula cannot be issued, follow procedures for therapeutic formulas available on the WIC card or refer request to CDPH/WIC if therapeutic formula cannot be issued on the WIC card.

2. Refer the WIC participant to apply for Medi-Cal.

- Provide information about how to apply to Medi-Cal if the participant does not have insurance (refer to [Insurance Resources](#)).
- WIC can provide up to two months of prescribed therapeutic formula while Medi-Cal is reviewing the participant's application.

3. Determine if the WIC participant is eligible for other healthcare programs.

Participants with a physical limitation, chronic condition, or developmental disability, may be eligible for California Children's Services (CCS) or Regional Center services. Provide links for these services which include guidelines for eligibility for these programs (refer to [Insurance Resources](#)).

4. Refer the request to State WIC for formulas not available on the WIC card.

- Obtain a completed Pediatric Referral Form (CDPH 247A).
- Send completed Pediatric Referral Form, prescription, any other medical documents, [agency contact information, and shipping address](#) to CDPH/WIC at Formula@cdph.ca.gov or fax to (916) 636-6238 for review and approval or denial.

5. If approved, distribute State WIC approved therapeutic formula to the caregiver when shipment is received and explain proper formula mixing, use, storage instructions, and stool changes.

6. Reinforce special instructions communicated by the health care provider or by the clinical dietitian to the caregiver.

7. Review the length of time the formula will be used and monitor weight/height.