

Therapeutic Formula Webinar Part 1 Questions and Answers (Q & A)

Q: *Is milk protein intolerance an acceptable qualifying condition?*

A: Yes, however a therapeutic formula would not be authorized for a participant with a qualifying condition of milk protein intolerance if the need can be met with the use of a contract formula.

Q: *If a participant has an RX for Nutramigen with no Dx, do we have to wait until we receive a Dx to issue Fls? Can we issue one month?*

A: There must be a diagnosis of a qualifying condition to issue a therapeutic formula to a participant. You would not issue any Therapeutic Formula without a diagnosis of a qualifying condition per Federal Regulations.

Q: *So what do we do if we still cannot contact the MD or if there is still no qualifying condition e.g. for PediaSure, can we deny the ppt this request because the WPM states we have to honor the Rx?*

A: If you did not receive a qualifying condition for PediaSure and you are unable to contact the MD., then the requirements for providing the therapeutic formula have not yet been met. You cannot provide the prescribed formula until you have a documented qualifying condition identified.

Q: *Will the ISIS documentation requirements be in the 390 policy?*

A: Yes, when the WIC Program Manual 390-10 and 390-20 policies are revised, we will include information on ISIS documentation related to therapeutic formula.

Q: *Do you have a template consent form to fax information?*

A: Yes, the CA state WIC Program Policy section is currently working on a consent to release personal information form.

Q: *Can you give solids to premature infants without a prescription?*

A: Solids are offered at 6 month chronological age (not adjusted age) unless there is medical documentation restricting otherwise. If you determine that the infant is not ready for baby foods, you may issue the appropriate food package with increased formula, no infant food. The need for this food package must be re-evaluated every month and documentation indicating the reason for issuance is required in individual comments each time these packages are issued.

Q: Can you say more about how we can search to find a vendor who provides the formula?

A: On CA WIC's Therapeutic Formula webpage at <http://www.cdph.ca.gov/programs/wicworks/Pages/WICInfantFormula-TherapeuticFormula.aspx>, you can access the manufacturer's formula product information links. The links will take you to a product finder that tells you which store(s) in your area carries the product you are looking for.

Q: Is it ok to recommend particular vendors for special formulas?

A: No, however if a participant needs a formula that is difficult to find in stores, you may access the product finder on our website at <http://www.cdph.ca.gov/programs/wicworks/Pages/WICInfantFormula-TherapeuticFormula.aspx> and inform the participant of the vendors that may carry the product.

Q: According to WPM 390-10 part C, we are not allowed to change the formula without a new RX or verbal from MD. Example Nutramigen RX then mom changes herself to Gentlease. It does not state the formula source makes any difference.

A: Regardless of the source of the therapeutic formula, you would need medical documentation before providing a participant a different therapeutic or contract formula. If the therapeutic formula is provided by the other provider and you do not have medical documentation, you should still verify the previous medical documentation and the change to either a different therapeutic formula or contract formula.

Q: In line with approval from MD, it was stated that it is OK to issue foods with a verbal statement from the ppt if the baby is getting the formula from another provider. Again, my concern is that even if it is being issued by another provider, since this baby is on therapeutic formula, isn't it crucial that we get an approval from a health care provider that it is OK to give foods? I think our goal in getting the special dietary request completed in the first place when WIC issues is still the same – the health of the baby and if foods are OK to issue. Why is this not important anymore if another provider issues the formula?

A: Regardless of who is providing the therapeutic formula, you shall obtain medical documentation regarding WIC foods when participants are 6-11 months and children 1 to 5 years of age. This is part of Section 2 of the Pediatric Referral Form.

Q: If the MD writes a Rx for a preemie for up to a year, do we or do we not need a new Rx every three months or can we accept that Rx for the length that provider wrote?

A: "Issuance of any therapeutic formula, medical foods, or WIC foods in addition to therapeutic formula to WIC participants requires medical documentation every 3 months by a healthcare provider with prescriptive authority. Exceptions for frequency of medical documentation are listed under Guidelines," which states "request a Rx every 6 months for well-documented, chronic medical conditions, such as severe allergy, and every 9 months for complications of prematurity." Refer to WPM 390-10.

Q: Weaning a baby from one formula to another was briefly discussed (such as from a non-contract standard formula to a contract standard formula). Did I hear something about a weaning standards participant handout/troubleshooting guide, or job aid? I thought I heard something about a handout of some sort on the topic, and if so, where could I access that resource?

A: The link below provides some resources in discussing formula changes with a participant.
[WIC Infant Formula-Information For Registered Dietitians](#)

The documents available in this link include:

- Changing To a New Formula
- 2007 WIC Formula Change-Frequently Asked Questions
- 2007 WIC Formula change-Information for RDs and DNs

Q: When the local agency or the state has been providing a therapeutic formula (so we have a Rx on file), my understanding is that we MUST obtain some sort of medical documentation stating that the infant may have standard formula before issuance of such formula (as we cannot provide something different other than what an MD has prescribed).

A: Regardless of the source of the therapeutic formula, you would need medical documentation before providing a participant a different therapeutic or contract formula. If you do not have previous medical documentation as the therapeutic formula was provided from another provider, you should still verify the previous medical documentation and the change to either a different therapeutic formula or contract formula.

Q: When a therapeutic formula was previously provided by a different provider, and the mom comes back in after the baby is older and says that her MD told her the baby could now be on standard formula, we may issue the standard formula without a prescription, correct? (in this case, we would never have had medical documentation prescribing a particular formula since the formula was being provided from another source).

A: Regardless of the source of the therapeutic formula, you would need medical documentation before providing a participant a different therapeutic or contract formula. If you do not have previous medical documentation as the therapeutic formula was provided from another provider, you should still verify the previous medical documentation and the change to either a different therapeutic formula or contract formula.

Q: Regarding the pediatric referral form, according to the WIC policy reference (which can be found on the back of the MJF), the pediatric referral form is highly encouraged, but is NOT required, as long as other medical documentation contains all of the required information. This is important because often a participant may bring in a ½ sheet pediatric referral form (maybe only partially filled out) or some other medical documentation, MJF, and prescription which collectively contain all required information. For many of our participants, transportation is a major issue, and getting all the required information together can be quite an ordeal. It can become a significant barrier to participation if they then have to have that specific form (the pediatric referral form) filled out, despite having all the needed information in the form of other types of medical documentation. If there has been a change in policy, and the pediatric referral form is now the only acceptable form, please clarify this and update the MJF (which references WIC policies regarding therapeutic formulas) and the WPM.

A: The Medical Justification Form is no longer the form to request therapeutic formula. It is an optional form that the local agencies may use to gather participant information on formula intolerances and history and can be used as part of their assessment. In WPM 390-10 under I., E. "The local agency shall fax a copy of the WIC Referral Form (CDPH 247A) to State Agency to request authorized formulas or medical foods that cannot be printed on a food instrument."

The WIC Referral Form contains the following information that we require to process the request:

- Participant's name
- Date of prescription
- Qualifying medical condition and/or type of allergy
- Name of the formula or medical food
- Duration of issuance
- Amount needed per day
- Type of health coverage
- WIC food restrictions for participants age 6 months or older
- Signature and contact information of the health care provider who wrote the prescription

The primary reason we require a WIC Referral form is because it contains the necessary information to process the therapeutic formula request. If a participant brings back a prescription and other medical documentation that contains all of the information noted above, then it is not necessary to send the participant back to the medical provider to have the WIC Referral Form filled out. If any other of the above information is missing, however, we will not be able to process the request and the missing information from the medical provider will need to be brought back.

Q: *Is a contract formula for a child over 12 months considered a Therapeutic Formula?*

A: Contract formula is not a therapeutic formula, however the process to issue a contract formula after age one is the same as the therapeutic formula process and requires medical documentation.

**Q: *If doctors write: "Provide 6 months or until child is one year old," and the parent brings a denial letter, does WIC still need to renew after 3 months? Per policy 390-10, we approve the prescription every 3 months, but:
Section II
Duration _____ months is open. Why is this?***

A: Federal Regulations require medical documentation to include the length of time the prescribed WIC formula and/or supplemental food is required by the participant. California WIC requires a new prescription every three, six, or nine months depending on the severity of the participant's medical condition. This helps to ensure that the participant's nutrition needs are being met and that the current formula is still required for their medical condition.

Q: *When the local agency receives a Therapeutic Formula request and needs to follow up with the MD, while we are waiting for a response do we issue one month of the formula or do we send the participant home? What if we can't get in contact with the MD?*

A: It depends on the reason that you're contacting the medical provider. In some cases, it is appropriate to issue the formula but in other cases, it is not appropriate. Go with your best judgment and continue to get in touch with the medical provider. In many cases, you or your staff may ask the participant to come back another day in the same month while you are waiting to hear back from the MD's office.