

## POLICY MANUAL

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### 4. FOOD DELIVERY SYSTEM.

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#### 4.05 Special Formula Distribution System.

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##### A. POLICY OVERVIEW:

The State Agency will establish, through Local Agency Agreement, a Distribution Center for special formulas. The Distribution Center staff will ship requested special formulas to either the Local Agency clinic or the participant's home. Problems relating to Distribution Center operations or delivery of special formulas which cannot be addressed by Distribution Center staff, will be referred to the State Agency.

##### B. POLICY:

1. The Local Agency shall request special formulas from the Distribution Center through use of the Management Information System (MIS).
2. For special formula orders being shipped to the participant's home, the Local Agency staff will:
  - a. Verify participant's shipping address in MIS.
  - b. Inform participant when to expect delivery. This will normally be 1-3 business days after the order is placed.
  - c. Notify participant that if they have not received their order within 3 business days, they are to contact the clinic for follow-up. The clinic will then contact the Distribution Center to trace the order. Do not give the Distribution Center phone number to participants.
  - d. Explain to the participant the procedures to follow if special formula is changed by their physician between cycles and to return any unused formula to the clinic, see Policy Manual 7.07 for additional details.
  - e. Notify participant that if formula is out-of-date when received to return it to the Local Agency clinic for replacement.
  - f. For special formula orders being shipped to a WIC clinic, the Local Agency staff will:
    - (1) Place the clinic's address under shipping address in the MIS.
    - (2) Arrange with the participant:
      - (a) To contact the clinic when the product is due in (normally 1-3 business days after the order is placed), prior to coming to the clinic to pick up the product; or,
      - (b) For the clinic staff to contact the participant when the

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product is received, so that the participant can pick up the product.

- (3) If order is not received at clinic within 3 business days, contact the Distribution Center for follow-up and notify participant of expected delivery date.
  - (4) Explain to the participant the procedures to follow if special formula is changed by their physician between cycles and to return any unused formula to the clinic, see Policy Manual 7.07.
  - (5) If formula is received out-of-date from the Distribution Center or returned from a participant because it is out-of-date reissue formula through the MIS.
- g. For damage/breakage of special formula delivered, the Local Agency will document and reissue through the MIS. Damaged products shall be returned to Local Agency.
- h. For replacement of special formula for reasons of change in participant's formula prescription or non-receipt of order, the Local Agency will:
- (1) Reissue the order through the MIS.
  - (2) Ship the replacement order to the WIC clinic, if the reason for replacement was non-receipt of initial order.
- i. Refer to Policy Manual 7.07, Formula Reissuance & Card Balance Correction for special formula that is returned by a participant or not needed once received from the Distribution Center
- j. For special formula shipped from one Local Agency to another Local Agency or participant:
- (1) The sending Local Agency will notify the receiving Local Agency when shipment is made. The receiving agency will have the participant sign a statement acknowledging receipt of the formula. The signed statement will be maintained in the participant's file.
  - (2) If the receiving clinic or participant does not receive the formula in three business days, the receiving Local Agency must notify the sending Local Agency to trace the shipment. If the formula is medically necessary, the receiving Local Agency will also order the formula from the Distribution Center.

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3. The Distribution Center will maintain the following documentation:
  - a. All formula orders to manufacturers.
  - b. All shipping receipt documents from manufacturers.
  - c. All pick sheets automatically generated when Special Formula orders are generated in MIS.
  - d. A copy of all payment requests submitted to WIC Program for a payment of all Special Formula shipped by the Distribution Center.
4. The State Agency will:
  - a. Conduct inventory audit and review of the Distribution Center records at least twice a year.
  - b. Provide guidance to Distribution Center staff and Local Agencies on any problems or concerns relating to the operations of the Special Formula Distribution Center.

Reference(s):

1. P&P 7.07 and 7.08.
2. PA MIS User Guidance.

Policy Status:

1. This Policy supersedes P&P 4.05, dated February 19, 2015.
2. This P&P supersedes P&P. 4.23, dated February 12, 2007.