



## Policy and Procedure Manual

### Volume 1, Chapter 24 Medical Documentation for Formulas and Foods

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Washington WIC Program

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# Medical Documentation for Formulas and Foods

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## Section 1: General Requirements

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### **POLICY:      General Requirements for Providing Therapeutic WIC Formulas and Foods**

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1.     The Competent Professional Authority (CPA) must assess a WIC participant’s nutritional needs and determine an appropriate WIC food prescription.
  - See [Volume 1, Chapter 23 – WIC Foods](#) for more information.
  
2.     Staff must assess the likelihood of a qualifying medical diagnosis listed below before providing the [WIC Medical Documentation Form](#) to participants or caregivers. This assessment also allows a review of the time, effort, and cost (to the participant or caregiver and the medical provider) if there isn’t a qualifying medical diagnosis.
  - Preterm or Early Term Delivery ≤ 38 weeks (< 24 months)
  - Low Birth Weight or Very Low Birth Weight (< 24 months)
  - Failure to thrive
  - Underweight or At Risk of Underweight (Child category only)
  - Pre-pregnancy BMI < 18.5 for current pregnancy
  - Current BMI < 18.5 (Breastfeeding and Non-breastfeeding Postpartum participants)
  - Low Weight Gain in current pregnancy (for pregnant participants)
  - Gastrointestinal disorders/malabsorption syndromes
  - Food allergy – severe diet impact (the medical provider must explain in notes)
  - Lactose intolerance (for Child and adult categories)
  - Metabolic disorders/inborn errors of metabolism
  - Other diagnosis or medical condition that impacts nutritional status (the medical provider must explain in notes)

**Note:** Symptoms aren’t acceptable as qualifying medical diagnoses for WIC. Symptoms include colic, constipation, vomiting, spitting up, rash, fussiness, picky eating, or food or formula refusal.
  
3.     Requests for WIC formulas and foods requiring a prescription must be submitted on a [WIC Medical Documentation Form](#).

- There are separate [WIC Medical Documentation Forms](#) for [Infants \(Birth to 12 months\)](#), [Children 1-5 years](#), and [Pregnant, Breastfeeding, Non-breastfeeding](#) participants.
  - Staff may print these forms from the Washington State WIC Nutrition Program website at: <http://www.doh.wa.gov/wicformula>.
4. A [WIC Medical Documentation Form](#) must be signed by a medical provider with prescriptive authority. In WIC, the most common prescriptive authorities include physicians, physician assistants, naturopaths, and advanced registered nurse practitioners (ARNPs).
- Electronic, faxed, or original forms are acceptable with the provider’s stamp or signature.
  - Staff can’t accept prescriptions written on a physician’s prescription pad.
5. A medical provider must complete a [WIC Medical Documentation Form](#) each time:
- There’s a new request for a therapeutic WIC formula and/or food based on medical need.
  - A [WIC Medical Documentation Form](#) expires and there’s still a medical need to continue the formula and/or foods.
  - An infant with a current prescription reaches the first birthday and there’s still a medical need for the formula and/or foods.
  - A participant’s category changes (to pregnant, breastfeeding or non-breastfeeding postpartum) and there’s still a medical need for the formula and/or foods.
- Note:** When a [WIC Medical Documentation Form](#) is in effect, staff can’t make changes to prescribed therapeutic formulas or foods. See “[Change Therapeutic Formulas or Foods When a WIC Medical Documentation Form is in Effect](#)” in this chapter for more information, including exceptions.
6. Asses the amount of formula required to meet the participant’s nutritional needs, unless the ounces per day is prescribed by the medical provider.
- For fully formula feeding infants, provide the maximum amount of formula.
- Note:** Infants can receive two different formulas in the setting of transitioning from a therapeutic formula to a standard WIC formula if approved by the medical provider. The total amount of formula combined can’t exceed

the maximum monthly allowance for formula. If prescribed by the medical provider, both formulas must be documented on the same WIC Medical Documentation Form.

- For partially breastfeeding infants, assess the amount of formula the infant needs during the Breastfeeding Review and issue the least amount of formula to support continued breastfeeding. See [Volume 1, Chapter 15 – Breastfeeding](#).
- For all participants over one year old receiving formula (including PediaSure), evaluate the amount of milk, formula, and foods needed and tailor the prescription as appropriate.

**Note:** Children can receive both formula and PediaSure if approved by the medical provider. The total amount of formula and PediaSure combined can't exceed the maximum monthly allowance for formula. If prescribed by the medical provider, the foods and milk from the child's food package can also be issued.

7. The medical provider or the WIC RD (if the medical provider defers to the WIC RD) must approve any changes to prescribed therapeutic foods before changes are made to the food prescription. See the "[Deferral to the WIC Registered Dietitian for WIC Foods](#)" policy in this chapter.
8. Caregivers or participants may complete the release of information section of the WIC [Medical Documentation Form](#) (Box 6) allowing WIC staff to contact the medical provider with questions. Signing this form is optional.
9. In the **Attach Medical Documentation** section of the Food Prescription screen, scan the [WIC Medical Documentation Form](#) into Cascades using the Scan Document button.

**Notes:**

- Staff must assign a nutrition risk factor in Cascades based on the qualifying medical diagnosis on the [WIC Medical Documentation Form](#).
- In Procedure below, we've used the term "staff". However, only the CPA can assess a participant's nutritional needs and assign the food prescription. When the medical provider checks "Allow up to the maximum amount", WIC staff and the participant or caregiver will determine the amount.
- The CPA must discuss the participant's needs with the caregiver to determine the amount of formula needed for partially breastfed infants and for children who are also prescribed a full food prescription.
- See [Volume 1, Chapter 23 – WIC Foods](#) for more information.

**PROCEDURE:**

Staff:

- A. Have a conversation with the participant or caregiver about the likelihood of a qualifying medical diagnosis before providing a [WIC Medical Documentation Form](#).
- B. Provide the [WIC Medical Documentation Form](#) and refer to the medical provider if it's likely the participant has a qualifying medical diagnosis.

**Best Practice:** Fill in the clinic's contact information on the bottom of the form.

- C. Review the returned [WIC Medical Documentation Form](#) to assure it's complete and correct.
- D. Have a conversation with the participant or caregiver about the amount of formula the participant needs unless the medical provider prescribed the ounces per day.
- E. Have a conversation with the participant or caregiver about the participant's nutrition needs and what WIC foods to provide.
- F. Staff have the option to:

- Contact the participant's medical provider to obtain a verbal order, or to obtain missing information or clarification on the [WIC Medical Documentation Form](#). Issue one month of formula.

OR

- Access the electronic medical record when the WIC clinic is integrated into a medical facility and obtain the medical providers formula order (only when there is an internal policy for WIC staff to access the electronic medical record). Issue one month of formula.

**Note:** Staff must receive a [WIC Medical Documentation Form](#) and scan it into Cascades within 1-2 weeks after obtaining a verbal order or reviewing an electronic medical record. Staff update the Medical Documentation section of Cascades as needed.

- G. Determine if a signed release of information is needed before contacting the medical provider:



- If staff are only asking for clarification and don't share any participant information gathered at WIC, staff don't need a release.
- If staff share any participant information with the medical provider, they must have a release on file.

**Note:** Staff have the option to ask participants to complete Box 6. Release of information on the [WIC Medical Documentation Form](#) or use their agency's release form. Completing either form is optional for participant or caregivers.

H. Document any contact made with the participant's medical provider in the Care Plan. Include the following information:

- Name of person contacted at the medical provider's office.
- Any important information about a prescription or the diagnosis or medical condition (for example follow-up plans, special feeding instructions, corrections to make on the [WIC Medical Documentation Form](#)).
- Date of the contact.
- Name or initials of staff who contacted the medical provider.

**Note:** If the medical provider isn't available, WIC staff may ask the medical provider's staff to consult with the medical provider. The medical provider's staff can relay messages back to WIC staff.

I. Record the prescription in the **Prescribe Food** screen by pressing the **Medical Documentation** button:

- a. Enter the Effective Date as the date the medical provider signed the [WIC Medical Documentation Form](#).

**Note:** Cascades will auto-fill with the current date. Staff must manually change the date unless the prescription was written on the same day.

- b. Enter the expiration date the provider indicated on the form.
- c. Select the qualifying medical diagnosis from the **Medical Reason** drop down list.
- d. Enter the Diagnosis Code or Verbal Order. If there isn't a verbal order staff enter "NA" in the **Diagnosis Code** field.
- e. Enter the medical provider's name and telephone number.

- f. Enter the medical provider's email, if available.
- g. Enter the prescribed therapeutic WIC formula(s) and/or food(s).
- J. Based on the qualifying medical diagnosis listed on the [WIC Medical Documentation Form](#), assign Nutrition Risk Factor(s) in the participant's record on the Cascades Assigned Risk Factors screen.
- K. The CPA assigns a food prescription based on the information on the [WIC Medical Documentation Form](#).
  - When the medical provider defers the responsibility of prescribing WIC foods to the WIC RD, see "[Deferral to the WIC Registered Dietitian for WIC Foods](#)" in this chapter.
- L. Issue benefits for therapeutic WIC formula and/or foods according to the [WIC Medical Documentation Form](#).
- M. In the Attach Medical Documentation section of the Food Prescription screen, scan the [WIC Medical Documentation Form](#) into Cascades using the Scan Document button.

**Information:**

WIC federal regulations don't allow staff to provide therapeutic WIC formulas and foods as a consideration to meet a participant's cultural or personal preferences.

See "[Provide Medical Foods and Medical Formulas through WIC](#)" in this chapter when participants need medical foods or formulas that aren't available from WIC.

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**POLICY: Provide Therapeutic WIC Formulas and Foods to Infants**

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Staff must:

1. Assess the likelihood of a qualifying medical diagnosis when caregivers request a therapeutic WIC formula for their infants.

See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” in this chapter.

2. Receive a completed [WIC Medical Documentation Form for Infants](#) before issuing a therapeutic WIC formula.

**Note:** Exempt formula can’t be issued without a Medical Documentation Form. Don’t issue any formula until medical documentation is provided or a medical provider verbally confirms which formula is needed. Issuing a contract milk or soy based formula to an individual that is on a therapeutic formula, without knowing the medical reason why the individual is on a specialized formula may place them at risk of medical harm, including anaphylactic shock or death.

3. Contact WIC Policy Support at the state office for approval when a medical provider prescribes PediaSure to an infant.
4. Assign the therapeutic formula.
5. Assign infant foods unless the medical provider indicates they aren’t allowed.
  - Baby food fruits and vegetables and infant cereal are only available to infants after 6 months of age.
  - Beginning at 9 months of age, caregivers have the option to exchange a portion of their baby food fruits and vegetables for a fresh fruit and vegetable Cash Value Benefit.
  - Staff can only issue more formula in lieu of infant foods (the amount in the 4-5 month food prescription) when the medical provider indicates “formula only” and marks a qualifying medical diagnosis.
  - See “Maximum Amounts of WIC Formulas and/or Foods per Month for the Fully Formula Fed Infant” in [Volume 1, Chapter 23 – WIC Foods](#).

**PROCEDURE:**

- 
- A. Follow the policies and procedures in [“General Requirements for Providing Therapeutic WIC Formulas and Foods”](#) in addition to the steps below.
- B. Have a conversation with the caregiver about the likelihood of a qualifying medical diagnosis before providing a [WIC Medical Documentation Form for Infants](#).
6. See [“General Requirements for Providing Therapeutic WIC Formulas and Foods”](#) in this chapter.
- C. Complete a Breastfeeding Review and assess the amount of formula needed to support continued breastfeeding when infants are partially breastfeeding, unless the medical provider prescribes the ounces per day.
7. See [Volume 1, Chapter 15 – Breastfeeding](#).
- D. Explain to the caregiver infant foods are available the day the infant turns 6 months of age unless the medical provider indicates they aren’t allowed.

**Best Practice:** Before the infant turns 6 months of age, discuss with the caregiver that the medical need for infant foods may change over time.

- If a change is needed, remind the caregiver to discuss this with the infant’s medical provider or the WIC Registered Dietitian (WIC RD).
- E. Don’t issue benefits for infant foods when the WIC Medical Documentation Form for Infants indicates the infant should receive formula only. WIC provides the amount of formula in the 4-5 month food prescription with a qualifying medical diagnosis.
- Note:** For infants prescribed a standard formula (Similac Advance or Similac Soy Isomil) the medical provider must mark a qualifying medical diagnosis and indicate the infant should receive formula only.
- F. Refer to [“Deferral to the WIC Registered Dietitian for WIC Foods”](#) and follow these steps when the medical provider defers prescribing infant foods to the WIC RD:
- Schedule an RD appointment with the caregiver before the infant turns 6 months old to assess readiness for infant foods and determine the appropriate food prescription.
  - If the WIC RD isn’t available by the time the infant turns 6 months, issue formula at the 4-5 month level and no infant foods.

- Issue monthly benefits for formula until the issue is resolved.

**Note:** RD oversight is a critical part of assessing the infant’s nutrition needs. When the RD appointment is missed, schedule the next appointment with the RD.

G. Before the first birthday, discuss child food prescription options with the caregiver. The [WIC Medical Documentation Form for Infants](#) expires on the first birthday.

- A new [WIC Medical Documentation Form for Children](#) is required on and after the day of the child’s first birthday.

**Best Practice:** Give the caregiver a WIC Medical Documentation Form for Children to take to the medical provider before the infant’s first birthday.

- Wait until the infant’s first birthday before entering a child’s prescription into the Record Prescription window.

H. Accept a [WIC Medical Documentation Form for Infants](#) when medical providers request ready-to-feed (RTF) formulas if it improves the infant’s ability to tolerate the formula due to the medical diagnosis

- When ready-to-feed formula is medically necessary, the medical provider should explain why in the Notes section on the [WIC Medical Documentation Form for Infants](#).

I. Enter the prescription information on the Prescribe Food screen by pressing the Medical Documentation button.

J. Contact WIC Policy Support at the state office for approval when a medical provider prescribes PediaSure before an infant’s first birthday.

- PediaSure can only be prescribed for 6 months at a time.

**Note:** PediaSure isn’t recommended for children under one year of age without medical oversight. PediaSure is a high calorie, high protein, liquid formula for children over 1 year of age and weighing over 22 pounds (or 10 kg). The protein and renal solute load is high for children below this weight. PediaSure is most often prescribed for children who are underweight, have a decreased food intake, or who are diagnosed with failure to thrive. Issue benefits as prescribed and allowed according to the age of the infant.

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**POLICY: Provide Therapeutic WIC Formulas and Foods to Women and Children**

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Staff must:

- Assess the likelihood of a qualifying medical diagnosis with the participant or caregiver before giving a [WIC Medical Documentation Form](#).
  - See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” in this chapter.
- Receive a completed [WIC Medical Documentation Form](#) before issuing WIC formulas or foods.

**Note:** Exempt formula can't be issued without a Medical Documentation Form. Don't issue any formula until medical documentation is provided or a medical provider verbally confirms which formula is needed. Issuing a contract milk or soy based formula to an individual that is on a therapeutic formula, without knowing the medical reason why the individual is on a specialized formula may place them at risk of medical harm, including anaphylactic shock or death.

- Provide all supplemental foods unless marked as not allowed.

**Notes:**

- The WIC RD may provide 2% milk for a child 1 – 2 years of age without a [Medical Documentation Form](#) when there's a concern about overweight or obesity. See [Volume 1, Chapter 23 – WIC Foods](#) for more information.
- WIC provides whole milk to children under 24 months of age, and 1% or non-fat milk to all participants 2 years old and older. The medical provider can't prescribe 1% or nonfat milk for children 1 – 2 years of age.
- Participants 12 months and older with special dietary needs requiring pureed foods can receive baby food fruits and vegetables in lieu of the cash-value benefit. Children receive up to 128 oz of baby food fruits and vegetables and Pregnant, Breastfeeding and Non-breastfeeding participants receive up to 160 oz of baby food fruits and vegetables in lieu of the cash-value benefit.

**PROCEDURE:**

Staff:

- 
- A. Follow the policies and procedures in [“General Requirements for Providing Therapeutic WIC Formulas and Foods”](#) in addition to the procedures below.
- B. Refer to the WIC RD when the medical provider defers prescribing foods.
- See [“Deferral to the WIC Registered Dietitian for WIC Foods”](#) in this chapter.
- C. Review the formula and foods prescribed by the medical provider with the participant or caregiver.
1. Provide all WIC supplemental foods unless marked as not allowed.
  2. Have a conversation with the participant or caregiver and assess the amount of milk, formula (including PediaSure), and foods needed. Adjust the food prescription to meet the participant’s needs.
  3. Participants diagnosed with a severe food allergy (including milk protein allergies) can’t receive any food that causes an allergic reaction.
    - If allergenic foods aren’t marked as not allowed contact the medical provider for clarification.
  4. Unless deferring to the WIC RD, the medical provider must mark the following foods for participants over one year old when medically necessary:
    - a. Infant cereal.
      - 32 ounces of infant cereal in lieu of 36 ounces of breakfast cereal.
      - Staff can’t provide a mix of breakfast cereal and infant cereal.
    - b. 2% milk for children under 23 months of age.
      - Staff can’t accept a prescription for 1% or nonfat milk for children under 23 months of age.
    - c. 2% or whole milk for children 2 to 5 years old.
      - Benefits will specify “2% milk” **or** “whole milk” based on which type of milk is selected.
      - See [Volume, Chapter 23 – WIC Foods](#) for more information.

- D. Using the Medical Documentation button on the Food Prescription screen enter the prescription information from the form.
- See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” in this chapter.
- E. Issue benefits as prescribed.

**Information:**

PediaSure can only be prescribed for 6 months at a time for children.



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**POLICY: Deferral to the WIC Registered Dietitian for WIC Foods**

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- The medical provider may defer the responsibility of prescribing WIC foods and the amounts of food to the WIC Registered Dietitian (WIC RD).
- WIC federal regulations don't allow the medical provider to defer prescribing formula to the WIC RD.
- WIC regulations only allow this deferral for a WIC RD working in the WIC Nutrition Program and not to Registered Dietitians outside of WIC.

**PROCEDURE:**

When the medical provider defers the responsibility of prescribing WIC foods to the WIC RD, the WIC RD:

- A. Talks with the caregiver or participant to determine which foods are appropriate based on the participant's medical diagnosis or medical condition.
- B. Makes the appropriate changes to the prescribed WIC foods and the amounts during the time specified on the prescription.
- C. Can't prescribe foods causing allergic reactions without the approval of the medical provider.
- D. Contacts the medical provider if the medical provider didn't allow foods and the RD thinks they are medically appropriate.
- E. Documents the authorization for the deferral in the Care Plan. Includes the following information in the documentation:
  - Deferral to the RD.
  - The name of the RD.
  - The date the RD entered the note, if the note was entered at a later date.

**Example:** "Foods deferred to Mary Smith, RD, 10-31-16."

- F. Can allow another WIC staff to enter the prescription. The WIC staff enter the medical documentation using the Medical Documentation button on the Food Prescription screen and enters the information in the Care Plan section of Cascades.
  - The name of the WIC RD giving permission.

- The name of the person entering the note.
- The date the note is entered.

**Example:** An example when the WIC RD gives permission to another staff to enter the note is: “Foods deferred to Mary Smith, RD. Mary Smith gave permission to Sara Jones to enter note. 10-31-16.”

- G. When the WIC RD isn’t available to speak with the caregiver or participant, staff can’t issue WIC foods.
- Staff only issues benefits for the formula prescribed by the medical provider.

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**POLICY:           Change Therapeutic Formulas and Foods When a WIC Medical Documentation Form is in Effect**

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Formulas and foods prescribed on a [WIC Medical Documentation Form](#) must continue until staff receives approval from the medical provider for changes or the prescription ends.

- Provider approval for changes can be written or verbal.

**Note:** The only exception is when there's a deferral to the WIC RD for foods. See "[Deferral to the WIC Registered Dietitian for WIC Foods](#)" in this chapter.

**PROCEDURE:**

Staff:

- A. Explain to the participant or caregiver that medical provider approval is required to add, discontinue, or change a prescribed therapeutic formula or food when a [Medical Documentation Form](#) is in effect.
  - The current prescription must continue until WIC staff receive approval from the medical provider for changes or the prescription ends.
  - Refer to the WIC RD when participants or caregivers request to change their foods and there's a deferral to the RD indicated on the [WIC Medical Documentation Form](#).
- B. Obtain a completed [Medical Documentation Form](#) when changes are needed by:
  - Giving the participant or caregiver a [Medical Documentation Form](#) to take to the medical provider.OR
  - Contacting the medical provider for verbal approval for changes or to request a new form.OR
  - Access the electronic medical record when the WIC clinic is integrated into a medical facility and obtain the medical providers formula order (only when there is an internal policy for WIC staff to access the electronic medical record).
- C. After contacting the medical provider, document any changes in the participants Care Plan.

- See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” in this chapter.

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**POLICY: Expired and Discontinued Medical Documentation Forms**

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A new [WIC Medical Documentation Form](#) is required when:

- When a current form expires.
- On or after an infant's first birthday.
- When a participant's category changes (example: from pregnant to breastfeeding, etc.).
- Staff discontinue a food prescription in Cascades when the medical provider gives approval.
- See "[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)" in this chapter.

**PROCEDURE:**

Staff:

- A. Notify the participant or caregiver their current prescription expires before the next appointment.
- B. Provide the appropriate [WIC Medical Documentation Form](#) when the participant or caregiver requests to have the prescription continued.

**Best Practice:** Fill in the clinic's contact information on the bottom of the [WIC Medical Documentation Form](#).

**Note:** Staff can use a verbal order via phone or Electronic Medical Record to extend an expired Medical Documentation Form. Staff need to receive a completed [WIC Medical Documentation Form](#) and scan it into Cascades within 1-2 weeks. Staff can't extend a verbal order with an additional verbal order. Update the Medical Documentation section of Cascades as needed.

- C. Enter the new prescription when staff receive a [WIC Medical Documentation Form](#).
  - See "[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)" in this chapter.
- D. Issue benefits to the participant or caregiver according to the revised prescription.

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**POLICY:      Transfer Participants Needing Therapeutic WIC Formulas and Foods**

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**In-state participants:**

WIC [Medical Documentation Forms](#) are required for therapeutic formulas and foods when participants transfer from in-state. The scanned [WIC Medical Documentation Form](#) from the previous clinic meets this requirement.

When the [WIC Medical Documentation Form](#) wasn't scanned in by the previous clinic, staff must confirm the prescription before issuing benefits by:

- Contacting the previous WIC clinic and requesting the [WIC Medical Documentation Form](#), or;
- Asking the participant to get a new [WIC Medical Documentation Form](#) from their medical provider.

**Out-of-state participants:**

[WIC Medical Documentation Forms](#) are required for therapeutic formulas and foods when participants transfer from out-of-state.

Prescriptions from other States may be accepted for up to 3 months, but not exceeding the original expiration date, to allow the participant time to obtain a new medical provider.

- If allowed food information is not available, staff may contact the out-of-state medical provider to obtain it.
- If staff can't obtain this information, **only one month of formula may be issued and staff must receive and scan a completed [WIC Medical Documentation Form](#) into Cascades within 1-2 weeks.** Update Medical Documentation section of Cascades as needed.

**PROCEDURE:**

Staff:

- A. Follow WIC policies and procedures for transfer participants.
  - See [Volume 1, Chapter 21 - Transfers](#).
- B. Assess the participant's prescription for all the required information, if available.

- See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” policy in this chapter.
- C. Obtain missing information by:
1. Contacting the participant’s previous WIC clinic.
  2. When staff are unable to obtain the missing prescription information from the participant’s previous out-of-state WIC clinic, refer the participant or caregiver to the medical provider to complete a [WIC Medical Documentation Form](#).
- D. Accept a completed [WIC Medical Documentation Form](#) from the previous WIC clinic or a new form from the medical provider.
- See “[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)” in this chapter.
- E. Document the required information on a [WIC Medical Documentation Form](#), record it in the Prescribe Food screen by pressing the Medical Documentation button. Include the following:
1. Name of person contacted at the previous WIC clinic.
  2. Any relevant information about the prescription.
  3. Date of the call or contact.
  4. Name or initials of WIC staff who made the contact.
  5. In the Attach Medical Documentation section of the Food Prescription screen, scan the [WIC Medical Documentation Form](#) into Cascades using the Scan Document button.
- F. Provide one month of therapeutic WIC formula if any of the required prescription information isn’t available for out-of-state participants.
- Obtain and scan a completed [WIC Medical Documentation Form](#) into Cascades within 1-2 weeks.
  - Update the Medical Documentation section of Cascades as needed.

- G. Issue benefits as appropriate. Staff issue benefits for the therapeutic WIC formula and/or foods for the number of months remaining in the prescription time period after receiving and documenting the appropriate information as listed above.

**Note:** Staff can only provide therapeutic WIC formulas and foods in subsequent months after receiving and documenting required prescription information.

For out of state transfers: refer the transferring participant or caregiver to a Washington health care provider. Give them a Medical Documentation Form to be completed by the medical provider.



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## Section 2: Provide Medical Foods and/or Medical Formulas

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**POLICY: Inform Participants about the Process to Receive Formulas and/or Nutrition Products from Medicaid, TRICARE, Private Health Insurance and Other Providers**

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Staff must inform participants about the process of requesting formulas and/or nutrition products from Medicaid, TRICARE (military health insurance provider), the participant's health insurance provider or other providers when:

1. The person is not WIC eligible.  
Or
2. The medical provider prescribes a formula and/or nutrition product the Washington State WIC Nutrition Program does not provide.  
Or
3. The medical provider prescribes additional formula and/or nutrition product above WIC's maximum amount.

**PROCEDURE:**

Staff:

- A. Inform the participant what steps to take to request formulas and/or nutrition products from Medicaid.

**Note:** Staff can use the "[Process to Request Formula from Medicaid](#)" document and the "[WIC Clinic Response to Formula Requests](#)" flow chart to help explain the process. Staff can copy these documents from the Appendix of this chapter or print them from the Washington State WIC Nutrition Program web site: <http://www.doh.wa.gov/wicformula>

1. If the participant is eligible to receive a formula and/or nutrition product from Medicaid and also has private health insurance which would cover the formula and/or nutrition product, Medicaid would require the private health insurance provider to supply it.

**Note:** If the participant's private health insurance doesn't provide the formula and/or nutrition product, then Medicaid may provide it. Medicaid requires a statement from the private health insurance provider stating

they won't provide the formula and/or nutrition product to the participant.

- B. Inform participants they can receive WIC foods at the same time they receive a formula and/or nutrition product from Medicaid. Medicaid only allows a WIC participant to receive formula from Medicaid and WIC at the same time when the participant needs more than the maximum amount provided by WIC.
- See the "[WIC Benefits Provided to WIC Participants Receiving Formulas and/or Nutrition Products from Medicaid, TRICARE, Private Health Insurance or Other Providers](#)" policy in this chapter.
- C. Participants who have military health insurance (TRICARE) must first go to TRICARE before going to Medicaid to request:
1. A formula that the WIC Program doesn't provide, or
  2. Additional formula above WIC's maximum amount.

**Notes:**

- TRICARE should pay for formulas and/or nutrition products if they are on their formulary list and if the ordering physician gives medical justification. These specialty formulas are listed at the following web addresses:  
<https://www.dmepdac.com/dmecsapp/>.
- Refer to the specific information pertaining to the benefits provided by TRICARE in the Information section of this chapter.

**Information:**

TRICARE is health care program for active duty service members and retirees of the seven uniformed services, their family members, survivors, and others who are registered in the Defense Enrollment Eligibility Reporting System (DEERS).

TRICARE benefits information is available at: <https://tricare.mil/CoveredServices> and details about nutrition therapy at: <https://manuals.health.mil/pages/ManualsByDate.aspx>.

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**POLICY: Complete the WIC/Medicaid Nutrition Form**

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Staff must complete the [WIC/Medicaid Nutrition Form](#) (or another form of written documentation) when formulas and/or nutrition products are needed from Medicaid.

Staff must complete the form when participants or caregivers, non-WIC families, hospitals, enteral care providers, or durable medical equipment providers request the form.

**Note:** Any staff (e.g., clerk, certifier, nutritionist, and coordinator) can complete the [WIC/Medicaid Nutrition Form](#) required by Medicaid.

**PROCEDURE:**

Staff:

A. Complete the [WIC/Medicaid Nutrition Form](#) with the following information:

**Note:** Staff can print the [WIC/Medicaid Nutrition Form](#) from the Washington State WIC Nutrition Program web site: <http://www.doh.wa.gov/wicformula>

1. Participant's name.
2. Caregiver's name, if participant is an infant or child.
3. The clinic's contact information including name of clinic, address, and phone.
4. Signature of WIC staff person completing the form.
5. Documentation of one the following three criteria:

- a. The participant isn't eligible for the Washington State WIC Nutrition Program (WIC Program).
- b. The participant needs a formula and/or nutrition product (enteral nutrition products) not approved by the WIC Program.

**Note:** If the requested formula is a WIC formula the participant or caregiver is required to apply for WIC benefits.

- c. The participant is eligible for the WIC Program and the formula and/or nutrition product is WIC approved, but the participant needs more than the amount WIC allows. When this applies, document:
  - 1) The name of the formula and/or nutrition product prescribed.

- 2) Number of cans requested.
- 3) Maximum number of cans allowed by WIC.
- 4) Number of cans requested that WIC can't provide.

**Note:** Staff can only provide up to the maximum amount of WIC formula that the WIC Program allows. Medicaid only provides the amount of formula and/or nutrition product in excess to what the WIC Program allows.

- B. In the Attach Medical Documentation section of the Food Prescription screen, scan the completed [WIC/Medicaid Nutrition Form](#) into Cascades using the Scan Document button.
- C. Give the original copy of the [WIC/Medicaid Nutrition Form](#) to the participant or caregiver.
  1. If the participant or caregiver requests it, staff have the option to mail, fax, or email the [WIC/Medicaid Nutrition Form](#) to the participant's medical provider, Registered Dietitian, Certified Dietitian, pharmacy, or durable medical equipment provider.

**Note:** For more information regarding this process, see the "[Process to Request Formula from Medicaid](#)" document in the Appendix of this chapter.

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**POLICY: WIC Benefits Provided to WIC Participants Receiving Formulas and/or Nutrition Products from Medicaid, TRICARE, Private Health Insurance or Other Providers**

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When a WIC eligible participant receives a therapeutic formula and/or nutrition product from Medicaid, TRICARE, private health insurance, or other providers, staff must encourage the participant or caregiver to participate in the WIC Nutrition Program.

WIC participants who receive therapeutic formulas and/or nutrition products from Medicaid, TRICARE, private health insurance, or another provider must be eligible to receive foods in the standard food prescription as appropriate to the participant's category.

**PROCEDURE:**

Staff:

- A. Inform the participant or caregiver that the participant is eligible to receive WIC approved foods or formula (as appropriate), a health assessment, nutrition education, breastfeeding support, and referrals to other health and social services even if the participant receives a formula and/or nutrition product from Medicaid, TRICARE, or another private health insurance provider.
- B. Document in Family Alerts in Cascades the participant's status of obtaining a formula and/or nutrition product provided by Medicaid, TRICARE, private health insurance, or other providers of formula.
- C. Assign a food prescription as appropriate to the participant's category and nutritional needs.
- D. Issue benefits as per WIC policies and procedures.
- E. Refer participant to other agencies and organizations to request additional assistance as appropriate and necessary.

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**POLICY: Provide Medical Foods and Medical Formulas through WIC**

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1. When the WIC participant's medical provider has:
  - Prescribed a formula and/or nutrition product that isn't on the Washington State WIC Approved Formulas list **and**
  - The participant isn't eligible to receive it from Medicaid, TRICARE, or from another health insurance provider, the participant may be eligible to receive it from the Washington State WIC Nutrition Program.

This policy applies to all WIC participants.

2. Clinic staff must contact state WIC staff and provide the following information to request medical food and/or medical formula not included in the Washington State WIC Approved Formulas list:
  - a. Written documentation from Medicaid, TRICARE, and/or the participant's own health insurance provider explaining the reason(s) why they won't provide the prescribed therapeutic formula and/or nutrition product.
    - 1) If Medicaid determined that the medical food and/or medical formula wasn't medically necessary and denied it for that reason, state WIC staff must consider Medicaid's evaluation when deciding whether the Washington State WIC Nutrition Program provides the medical food and/or medical formula as prescribed.
  - b. A completed copy of the [Medical Foods and Medical Formulas form](#) from a medical provider.

**Note:** The [Medical Foods and Medical Formulas form](#) can be copied or printed from the Washington State WIC Nutrition Program Web site:  
<http://www.doh.wa.gov/wicformula>
3. Once state WIC staff determine the participant is eligible to receive the medical foods and/or formulas from WIC, state staff arrange for the shipment of the approved medical foods and/or formula to the local WIC clinic where the participant gets WIC services.
4. Clinic staff must submit a new [Medical Foods and Medical Formulas form](#) to state WIC staff when the previous form expires. State staff must approve the new form in order for the participant to continue receiving the medical food and/or formula.

5. In addition to prescribed medical foods and medical formulas, WIC participants are eligible to receive a standard food prescription (depending on the participant's category) when a medical provider has also completed a [WIC Medical Documentation Form](#) for the appropriate participant category.
- a. Clinic staff must follow the same requirements for providing prescribed foods to a participant with a [WIC Medical Documentation Form](#). Refer to the appropriate policies for "[General Requirements for Providing Therapeutic WIC Formulas and Foods](#)," "[Deferral to the WIC Registered Dietitian for WIC Foods](#)," and "Providing Therapeutic WIC Formulas and Foods" for the participant's category.

**Example:** A medical provider prescribes Pregestimil for a WIC infant. Pregestimil isn't on the list of Washington State WIC Approved Formulas. If the participant isn't able or eligible to receive the formula from Medicaid or from another insurance provider, state WIC staff approves Pregestimil through the medical foods and medical formulas process. If the infant is 6 to 12 months of age, the infant is also entitled to receive appropriate prescribed WIC baby foods if prescribed by the infant's medical provider.

#### PROCEDURE:

Staff:

- A. Provide the following information to state WIC staff:
1. Participant's name.
  2. Participant's date of birth.
  3. Caregiver's name, if participant is an infant or child.
  4. Participant or caregiver's phone number.
  5. Name and phone number of local WIC clinic staff making the request.
  6. Name and phone number of Registered Dietitian/Nutritionist who is knowledgeable about the participant's condition and medical necessity for the medical food and/or medical formula (recommended).

**Note:** Any local WIC clinic staff can contact state WIC staff to request medical food and/or formula for a WIC participant. Whenever possible, we recommend that the WIC Registered Dietitian/Nutritionist be the primary person involved in requesting the medical food and/or formula.

7. The date the participant or caregiver would like to receive the first month's shipment and dates for subsequent monthly shipments.
    - a. A shipping schedule is established to help assure that the medical food and/or formula is delivered to the WIC clinic on a day the staff are available to accept deliveries.

**Note:** Once state WIC staff approve the medical food and/or formula the participant can expect to receive the product within 2 - 3 weeks.
  8. The physical address of the WIC clinic. This is where state staff will send the medical food and/or formula.

**Note:** Shipping companies require a physical address for delivery and can't accept a Post Office Box (P.O. Box) number as a delivery location.
- B. Submit to state WIC staff a copy of the written documentation from Medicaid, TRICARE, and/or the participant's health insurance provider explaining the reason(s) why they won't provide the prescribed medical food and/or formula.
- C. Submit to state WIC staff a completed copy of the [Medical Foods and Medical Formulas form](#) from the medical provider documenting the following:
1. Participant's Name, Date of Birth, and Caregiver name (if applicable).
  2. Qualifying Medical Diagnosis warranting the issuance of each medical food and/or medical formula prescribed. The qualifying medical diagnosis must correspond with the medical need of each medical food and/or medical formula prescribed. A symptom description such as "colic", "constipation", "rash", "spitting up", "vomiting", or "fussiness" is not an acceptable medical diagnosis for WIC.
  3. Brand Name of each medical food and/or formula prescribed. Specify the brand name, as well as the company which manufactures the product if known. Because many of these products are developed specifically for a particular medical condition, state WIC staff have to research the requested product for can/prescription size, reconstitution rates, purpose/use of the product, etc.
  4. Amount Needed - Ounces per Day of each medical food and/or formula prescribed. Federal regulations define the maximum amount of the medical food and formula allowed per month.



5. Physical Form. Specify the physical form (e.g., powder, liquid concentrate, ready-to-feed, solid bar, pudding, etc.) of each medical food and/or formula prescribed, and any other descriptive information as appropriate and necessary.
6. Number of months each prescribed medical food and/or formula is required. The length of time must not exceed twelve (12) months for each authorization.
7. Signature of the medical provider.
8. Phone number for the requesting medical provider.
9. Fax number for the requesting medical provider (recommended).
10. Email address for the requesting medical provider (recommended).
11. Date of the request for the medical food and/or formula.

**Note:** Original, faxed, or electronic forms are acceptable.

- D. Before submitting to state WIC staff, in the Attach Medical Documentation section of the Food Prescription screen, scan the completed [Medical Foods and Medical Formulas form](#) into Cascades using the Scan Document button.
- E. Receive response from state WIC staff whether the participant is eligible to receive the prescribed medical food and/or formula. If eligible, state staff will confirm the brand name, physical form, and amount the participant will receive.
  1. The total amount of medical food and/or medical formula provided to each participant per month cannot exceed the maximum amount allowed by USDA/FNS. State WIC staff evaluates:
    - The medical necessity of the medical food and/or formula requested, and
    - Whether USDA/FNS and the Washington State WIC Nutrition Program approve the medical food and/or formula requested.
  2. WIC participants only receiving medical foods and/or formulas don't receive WIC benefits generated through Cascades. State staff enter the medical foods and/or formulas prescription information into Cascades. The participant counts as "participating" as long as the participant has a valid certification period and the medical foods and formulas prescription is current.
- F. Receive information from state WIC staff confirming the expected date of the first and subsequent month's delivery of the medical food and/or formula.

- G. Confirm with the participant or caregiver the brand name, amounts, and delivery dates of the medical foods and/or formula the participant will receive and provide any additional feeding instructions as appropriate.
- H. Confirm that the packing slip information, the items shipped, and the original order agree.
1. If the order is correct and complete:
    - a. Write “complete” and sign and date the packing slip.
    - b. Make a copy of the packing slip after signing and dating it.
    - c. Keep the copy and send the original to the state WIC office within 3 days of receiving the shipment.
  2. If the order is incomplete or incorrect:
    - a. Write on the packing slip which items were incomplete or incorrect and describe what was wrong.
    - b. Contact state WIC office staff for guidance about what to do next.
- Note:** We use this information to correct the order and to determine whether we should pay for the medical food and/or formula.
- H. Have the participant/caregiver sign a document to confirm the participant/caregiver received the product and keep on file for 4 years.
- I. Inform the participant or caregiver to contact local WIC clinic staff as soon as possible if the participant transfers to another Washington State WIC clinic and wants to continue or discontinue receiving medical foods and/or formula.
- K. In the Attach Medical Documentation section of the Food Prescription screen, scan the following documents received:
1. [Medical Foods and Medical Formulas form](#) from the medical provider.
  2. Written documentation from Medicaid, TRICARE and/or the participant’s health insurance provider explaining the reason(s) why they won’t provide the prescribed medical food and/or formula.

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- L. Issue benefits for prescribed therapeutic WIC formula and/or foods if all the requirements in appropriate policies for [“General Requirements for Providing Therapeutic WIC Formulas and Foods,”](#) [“Deferral to the WIC Registered Dietitian for WIC Foods”](#) and “Providing Therapeutic WIC Formulas and Foods” appropriate for the participant’s category (e.g., infants, children or women) are met.
  
  - M. Make a Family Alert, indicating participant is receiving nutrition from medical foods or formulas provided by State office.

**Best Practice:** WIC clinic staff complete the “Return completed form to your patient or to the local WIC clinic” box on the [Medical Foods and Medical Formulas form](#) when staff give the form to the participant or caregiver to take to the medical provider. This information informs the medical provider where to return the [Medical Foods and Medical Formulas form](#) and how to contact local clinic WIC staff if the medical provider has any questions or concerns.

Section 3: Appendix



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### Calculate the Amount of Formula When a Provider Prescribes the Number of Ounces per Day

Use the “[Can Sizes, Yields and Maximum Amounts of Formula](http://www.doh.wa.gov/wicformula.aspx)” table from the Washington State WIC web site at <http://www.doh.wa.gov/wicformula.aspx> to calculate the number of cans of formula in the participant’s WIC formula prescription.

#### Example:

Steps for calculating the number of cans of formula based on ounces per day.

1. The medical provider prescribes Alimentum for a 5 month old infant.
2. The medical provider writes in: 24 ounces per day as the amount of formula to provide.
3. 24 ounces x 31 days = 744 ounces per month (Use 31 days for all months.)
4. One 12.1 ounce can of powder Alimentum reconstitutes to a total of 87 ounces.
5. 744 ounces per month ÷ 87 reconstituted ounces = 8.55 cans of powder Alimentum.
6. Round up to 9 cans.
7. Enter 9 cans of powder Alimentum formula into Cascades and provide this amount.

**Note:** The steps in this example can be used for all participants.



## Process to Request Formula from Medicaid



### Washington State WIC Nutrition Program Process to Request Formula from Medicaid



1. WIC clinic staff provide the individual with a completed and signed copy of the WIC/Medicaid Nutrition Form or provide another form of written documentation. The signed and dated WIC/Medicaid Nutrition Form (or written documentation) must specify that the individual is:
  - Not eligible for WIC, or
  - Requesting a formula and/or nutrition product that is not available through WIC, or
  - Eligible for WIC but needs more formula and/or nutrition product than WIC allows.
2. WIC clinic staff keep a copy of the WIC/Medicaid Nutrition Form (or written documentation) on file for 4 years.
3. WIC clinic staff have the option (but are not required) to send a copy of the WIC/Medicaid Nutrition Form (or written documentation) to:
  - Medical Provider who initiated the request.
  - Pharmacy or durable medical equipment (DME) provider chosen by the individual, and/or
  - Another provider or entity requested by the individual.

**Note:** The individual can also provide the completed WIC/Medicaid Nutrition Form (or written documentation) to these providers.
4. Washington Apple Health (Medicaid) Enteral Nutrition Billing Instructions require the pharmacy/DME to keep the WIC/Medicaid Nutrition Form (or written documentation) and the prescription on file.
  - Washington Apple Health (Medicaid) Enteral Nutrition Billing Instructions do not specify how the WIC/Medicaid Nutrition Form (or written documentation) is to be transmitted to the pharmacy/DME.

Note: Medicaid defines “enteral nutrition products” as nutrition formulas and or products consumed orally or by feeding tube.
5. The individual or medical provider arranges for a nutrition evaluation by a Certified Dietitian in order to validate the recommendation of the medical provider.
6. A Certified Dietitian working in WIC has the option (but is not required) to complete the nutrition evaluation.
  - If Medicaid procedures have been followed, the Certified Dietitian can bill Medicaid for reimbursement for the nutrition evaluation.

**Note:** Individuals must be evaluated by a Certified Dietitian with a current National Provider Identifier ([https://npes.cms.hhs.gov/NPPE\\$Welcome.do](https://npes.cms.hhs.gov/NPPE$Welcome.do)) within 30 days of initiation of formula and/or nutrition products. Certified Dietitians (whether WIC or non-WIC) must register with ProviderOne (<http://www.hca.wa.gov/billers-providers/apple-health-medicare-providers/enroll-provider>) to bill Medicaid for reimbursement. Refer to WAC 388-554-300(3) in Washington Apple Health (Medicaid) Enteral Nutrition Billing Instructions.
7. Washington Apple Health (Medicaid) Enteral Nutrition Billing Instructions require the medical provider and the pharmacy/DME to keep a copy of the nutrition evaluation on file.
  - Washington Apple Health (Medicaid) Enteral Nutrition Billing Instructions do not specify how the nutrition evaluation is to be transmitted to the medical provider and the pharmacy/DME.
8. The pharmacy/DME supplies the formula and/or nutrition product to the individual on a monthly basis as stated in the prescription.

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#### Questions/Concerns?

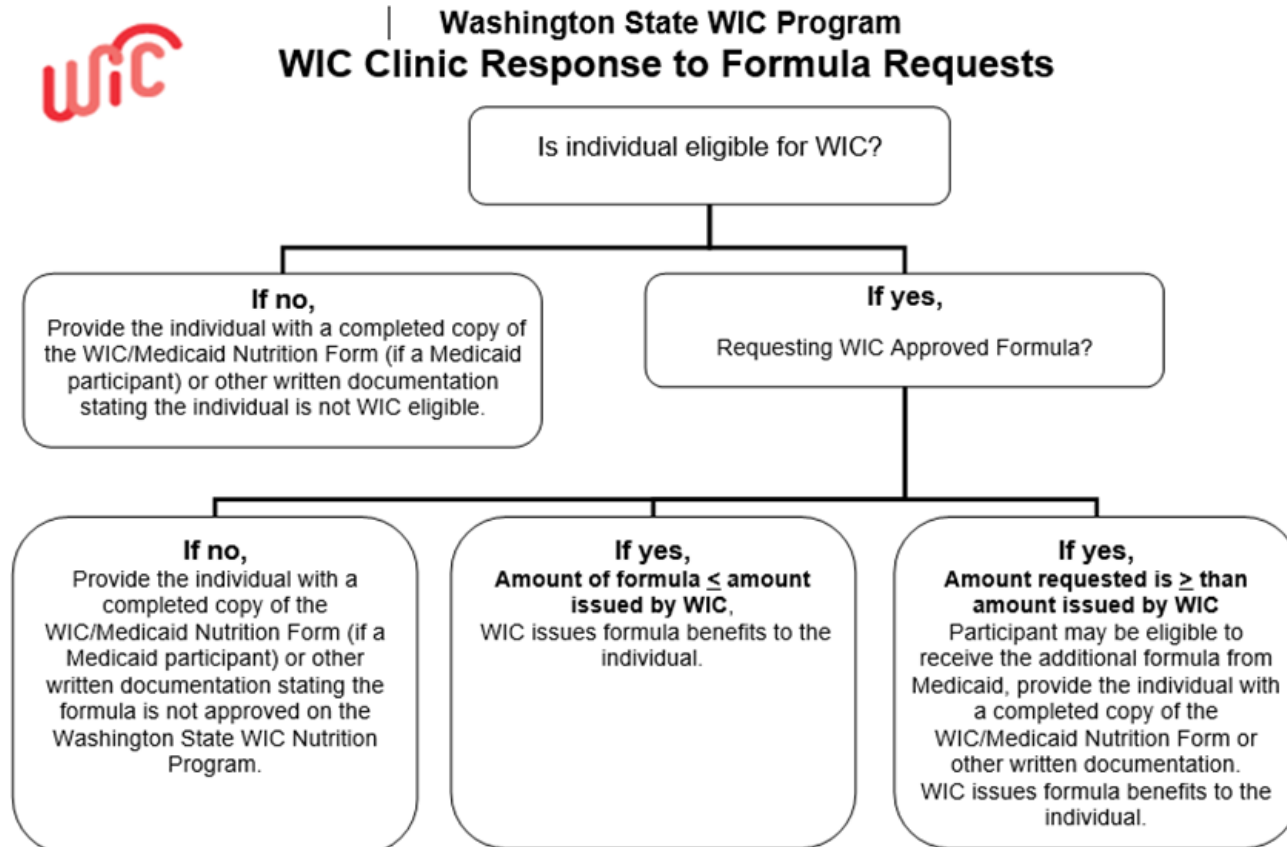
- Phone number for health professionals and Medicaid clients: 1-800-562-3022
- Web address for Washington Apple Health Enteral Nutrition Billing Instructions: <http://www.hca.wa.gov/assets/billers-and-providers/Enteral-nutrition-bi-20170101.pdf>

For an electronic copy of this form, visit: <http://www.doh.wa.gov/sfhwic>. This institution is an equal opportunity provider. **Washington WIC does not discriminate.** For persons with disabilities this document is available on request in other formats. To submit a request, please call: 1-800-841-1410 (TDD/TTY 1-800-833-6388). DOH Pub #961-1153 August 2018





**WIC Clinic Response to Formula Requests**



Although the other health insurance providers (e.g., TRICARE, Medicaid managed care organizations, private providers) don't require the use of the WIC/Medicaid Nutrition Form, they may find it useful in evaluating formula requests from their patients.



For an electronic copy of this form, visit: <http://www.doh.wa.gov/cfh/wic>.  
 This institution is an equal opportunity provider. Washington WIC does not discriminate.  
 For persons with disabilities this document is available on request in other formats.  
 To submit a request, please call: 1-800-841-1410 (TDD/TTY 1-800-833-6388).

DOH Pub #960-066 March 2021