

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>

Effective December 1, 2017

Policy No. FD 18.0 (T)

Drop Shipment of Formula

Purpose

To outline procedures for drop shipment of Exempt/WIC Eligible Nutritional Products (hereafter referred to as "formula").

Authority

State Policy

Policy

The local agency (LA) shall follow the drop shipment procedures in this policy and the CAM.

Definitions

Drop shipment – The shipping of exempt formula and/or WIC-Eligible Nutritionals from a supplier directly to the WIC LA.

Locally available formula – exempt formula and/or WIC-Eligible Nutritionals that are carried by or can be ordered from a local vendor.

Exempt Formula - Therapeutic formula intended and labeled for use by individuals with specific medical and/or dietary conditions.

WIC-Eligible Nutritionals - Certain enteral products that are specifically formulated to provide nutritional support for individuals with a qualifying condition, when the use of conventional foods is precluded, restricted, or inadequate. Such WIC-eligible nutritionals must serve the purpose of a food, meal or diet (may be nutritionally complete or incomplete) and provide a source of calories and one or more nutrients; be designed for enteral digestion via an oral or tube feeding (e.g., Pediasure); and may not be a conventional food, drug, flavoring, or enzyme.

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Benefit-month - refers to the valid period in which benefits can be used. The benefit-month is the first day of the month through the last day of the month.

Recipient - the adult person obtaining formula either for themselves or for infant(s) or child(ren). This person may also be known as a participant, client, parent, guardian, caregiver or proxy.

Procedure

- I. After approval, the LA is authorized to order drop shipment of formula for the following reasons:
 - A. The formula is not available locally,
 - B. The formula is not available in a reasonable amount of time (3 days or less), or
 - C. No local vendor is able to provide the formula for less than the “not to exceed” maximum WIC price.
- II. Clinic users will create drop ship orders using the MIS.
 - A. Once created, the MIS will send the order to vendor system via messaging.
 - B. If the participant’s benefit package contains multiple drop ship products to be fulfilled by different vendors, the clinic must create a drop ship order for each vendor.
 - C. Formulas eligible for drop ship are indicated in the MIS for the user.
- III. When formula is to be drop shipped;
 - A. The Certifying Authority (CA) shall choose the formula code and quantity of formula to be shipped. Consult Formula Code List at <https://hhs.texas.gov/doing-business-hhs/provider-portals/wic-providers/wic-foods-food-packages/wic-food-formula> for assistance with packaging challenges that may require ordering less than the issued amount of formula.
 - B. Follow procedures in Clinic Assessment Manual (CAM)
 - C. Contact the SA if there are questions regarding formula exchange, packaging, issues, etc.

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- D. Upon receipt of the formula by the LA:
1. Confirm the formula is undamaged and the type and quantity are correct.
 2. Contact the recipient to pick up the formula.
 3. Document all attempts to contact the recipient.
 4. When the recipient comes into the clinic, have the recipient sign the drop ship order in the MIS indicating that they received the formula.
 5. Once the formulas is received and picked up by the recipient, the participant's signature is captured and sent electronically by the MIS to the vendor.
 6. If the formula is not picked up:
 - a. After approximately (7) seven calendar days, with no contact between the LA and the recipient (e.g. phone disconnected, no response to postcard, messages not returned, etc.) the LA shall contact the vendor to arrange to return the formula.
 - b. Return shipments are a WIC-allowable expense and be paid by the clinic staff.
 - c. Prior to placing future orders, staff shall contact the recipient to ensure that the formula is still needed.
 - d. The LA should contact the SA if formula is not picked up before the benefit month ends or more formula is sent that was ordered or for help with any other issues after shipment.