



Memorandum

#11-036

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: March 25, 2011

SUBJECT: Gerber Good Start Milk-Based Formulas – Additional Information

Memo #11-008 stated that Gerber Good Start milk based formulas were not to be issued beyond April 30th, 2011. Instructions were provided to assist clinic staff with issuance requests through that time. This is a reminder that purchases will not be possible after April 30th, 2011. In order to make certain that participants do not attempt to buy these formulas after that time, please do the following:

- 1) Run a fox fire report to determine if your clinic has advance issuance of any of the following formula codes during the benefit months of May – July 2011:
 - a. **384 – Good Start Gentle Plus powder**
 - b. **386 – Good Start Gentle Plus concentrate**
 - c. **489 – Good Start 2 Gentle Plus powder**
 - d. **488 – Good Start Protect Plus powder**
 - e. **491 – Good Start 2 Protect Plus powder**

Contact the automation help desk at 1-800-650-1328 if assistance is needed to set up or run a fox fire report.

- 2) Contact these participants and request that they return to the clinic to exchange their Gerber Good Start formula for another brand. They will need to contact their healthcare provider to obtain a prescription for another formula option if they are unable to tolerate a contract formula.
- 3) For those participants that cannot be reached prior to April 30th, the formula exchange will require manual intervention from help desk staff.
- 4) Continue to carefully check shopping lists to make certain the above formula codes are not issued for May 1st, 2011 or later. You may decide to run additional foxfire reports throughout the month of April.
- 5) **Remember: The consequences of failing to correct advance issuance of the above formula codes for benefit time periods on or after May 1st, 2011 are as follows:**
 - a. **Participants will not be able to make purchases at the store and they will need to return to the clinic for assistance.**
 - b. **Formula exchanges involving these formulas will require manual intervention from the help desk staff.**

If you have questions or require additional information, please contact Cathy Plyler, Clinic Services Branch at (512) 341-4577 or cathy.plyler@dshs.state.tx.us, or Maricela Montoya, Clinic Services Branch, at (512) 431-4578 or maricela.montoya@dshs.state.tx.us.