



Memorandum

#16-092

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: September 20, 2016

SUBJECT: New Formula Trainings Posted to WIC Catalog

RECORDED – Formula Approval Process Changes

The formula team has now published a **recorded version** of the **Formula Approval Process Changes** training. As a reminder, this training is designed to give Nutritionists, Dietitians, CAs, WCSs, and other necessary staff an overview of the upcoming formula policy changes. We urge local agency staff to watch this recorded training or attend the last live training on *September 26, 2016 from 12 pm – 1 pm* before the new policies are implemented.

You can register for the recorded training at this [link](#) or the September 26th live training [here](#). You may also visit the Texas WIC Training Catalog to register.

SELF-PACED – Non-Contract Infant Formula Approval

This self-paced training take a more in-depth look at how to approve non-contract infant formula after the October 1, 2016 policy changes. This training is recommended for Nutritionists, Dietitians, CAs and WCSs in order to help them make decisions when faced with non-contract infant formula approvals. This self-paced training includes interactions and allows you to go at your own pace, starting and stopping as needed.

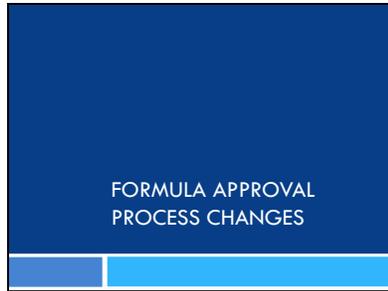
You may register for this training [here](#) or visit the Texas WIC Training Catalog to register.

Requests for Full Presentation

The state agency staff have received many requests for the full Power Point presentations of these trainings including all the notes. The full presentations are attached to this email. Please note a few slides were updated after the Formula Approval Process Changes training was recorded. Local agency staff may use these presentations to train other staff members.

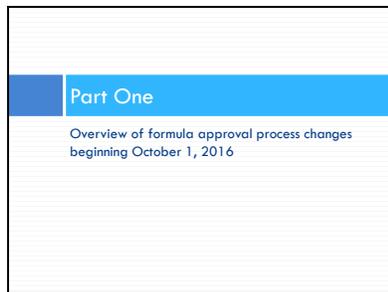
If you have any questions, please contact Akata Sanghani, Food/Formula Specialist, Nutrition Education/Clinic Services Unit, at (512) 341-4557, Akata.Sanghani@dshs.state.tx.us or Sandra Brown, Team Lead Food/Formula Specialist, Nutrition Education/Clinic Services Unit at (512) 341-4576, Sandra.Brown@dshs.state.tx.us .

Slide 1



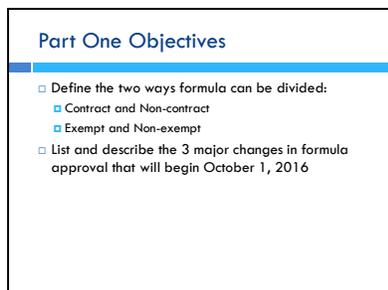
Welcome to Formula Approval Process Changes

Slide 2



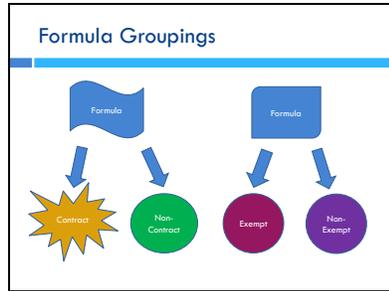
In this training you will learn about the formula approval process changes scheduled to begin October 1, 2016. We are hopeful that these changes will make approving formula easier and less time consuming for you, participants and healthcare providers.

Slide 3



The objectives for this part will include:
Defining 2 ways formula can be divided--contract and non-contract or exempt and non-exempt.
And listing and describing the 3 major changes in formula approval that will begin October 1, 2016

Slide 4

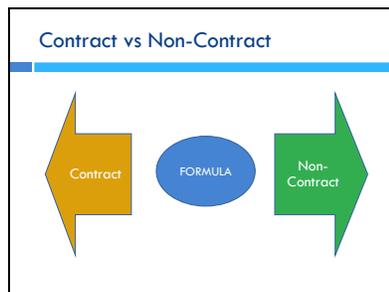


Before we can start explaining what will change, we have to define some words that we will be using today. You will see these words again in the formula approval policies.

Formula – if you see the word “formula” by itself, it means all kinds and types of formula and includes all of the sub-groups we will mention next.

For simplicity, the world of formula can be divided into two groupings: contract and non-contract or exempt and non-exempt. Each will be described next, along with ways some of the terms can overlap.

Slide 5



We will start by dividing all formula into the 2 groups: contract and non-contract.

First, contract formula means the formula that the Texas WIC program gets a rebate for issuing and purchasing. The rebate contract makes these formulas much less expensive for WIC to give, even less than the cost of generic or store brand formula. It helps us stretch our budget so that we can serve many more participants without a waiting list.

All formula that is not contract is considered to be Non-contract – this means formula that the Texas WIC program issues that does not receive a rebate. The program pays full retail price for these formulas.

Slide 6



Contract formulas as we said earlier, receive a rebate.

In addition, contract formulas are always non-exempt but not all non-exempt formulas are contract.

More about that on the next few slides.

The current contracts can be divided further in other ways.

One way is milk based vs soy based.

The other is whether a prescription is required or not.

Primary contract formulas do not require a prescription when issued to infants.

The two primary contract formulas are:

Similac Advance (milk-based)

And Gerber Good Start Soy (soy-based)

If a primary contract formula does not work, and another milk-based formula is needed, there are 3 alternate contract formulas that can be given.

They are:

Similac Sensitive

Similac Spit Up

Similac Total Comfort

These 19 calorie per ounce formulas need a prescription whenever they are issued to both infants and children.

Slide 7

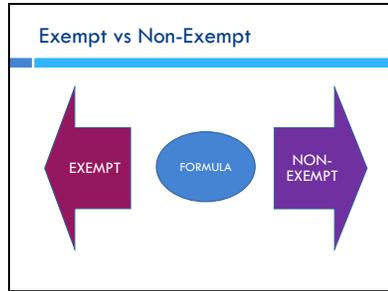


Non-contract formula is a broad category of formulas that always require a medical prescription for issuance.

Non-contract formulas do not receive a rebate – they are not under a contract for the WIC program.

Pictured here are several examples of non-contract formulas. They include non-exempt formulas like Enfamil Infant and Prosobee As well as exempt formulas like Nutramigen and Pediasure

Slide 8



Now we will look at the other way formula can be grouped – as exempt or non-exempt. Let’s find out the differences between these terms. Exempt formula is designed and marketed for therapeutic reasons to treat a medical condition. They are exempt from rules that infant formula manufacturers have to follow for the nutrient content of routine formula. A non-exempt formula is one where the infant formula rules do have to be followed. Non-exempt, infant formula and standard formula refer to the same classification of formula and all mean the same thing. These formulas are for routine use by generally healthy term infants. Texas WIC has decided to adopt the terms “non-exempt” and “infant formula” to replace the term “standard formula” in order to match our Mosaic state partners as we prepare for TXIN. These terms come from USDA WIC regulations.

Slide 9

The slide is titled "Exempt Formula". It contains a bulleted list on the left and three images of formula cans on the right. The list includes:

- Always requires RX
- Therapeutic, designed to treat a medical condition
- Examples of conditions include prematurity, allergies, etc.

The images show three cans of formula: a blue and white can of Enfamil, a white and purple can of Purpino, and a purple and white can of Alimentum.

Let’s dig a little deeper. Exempt formulas always require a script and are designed to treat a medical condition such as prematurity, allergies, etc. Remember that larger grouping of non-contract formulas we described earlier? Exempt formula is a part of the group of non-contract formula. Exempt formula is always non-contract but not all non-contract formulas is exempt.

Some examples of exempt formulas include of Enfacare, Puramino, and Alimentum.

Slide 10

Non-Exempt Formula

- May be contract or non-contract
- For routine use; not designed to treat a medical condition even if RX is required



Now we will look at what non-exempt formula is.

Non-exempt – (also known as “infant formula” or “standard formula”) - is formula designed for routine use by generally healthy term infants.

These formulas have nutritional content requirements they have to meet in order to supply the needs of infants to support normal growth and development.

They can be contract or non-contract which means the WIC program can receive a rebate or not depending on which manufacturer won the contract. Even though non-exempt non-contract formula requires a prescription for issuance by WIC, it is not designed or marketed to treat a medical condition. This can make writing a prescription for these formulas difficult for doctors. What diagnosis do they use? This can be very frustrating for them.

Some examples of non-exempt infant formulas include Similac Spit Up, Gentlease, Good Start Soy, and Similac Soy Isomil.

Slide 11

Key Changes

- On or after October 1, 2016
 - Non-contract infant (non-exempt) formula will **not** be allowed for Texas participants requesting them for the first time
 - Contract formula retrials will be limited for those participants still eligible for non-contract infant formula
 - Complete nutritional assessments are **not** mandatory for all non-contract formula approvals

Now that we have defined some important terms, we will go over the 3 changes we are making to the formula approval process.

First, non-contract infant formula will not be allowed starting October 1, 2016 for Texas participants requesting them for the first time.

For the rest of this training we will use the term “non-contract infant formula” since non-exempt and infant formula mean the same thing.

Second, contract formula retrials will be limited for those participants still eligible for non-contract infant formula

Third, complete nutrition assessments will no longer be mandatory for all non-contract formula approvals.

Slide 12

What these changes mean

- Participants who received a non-contract infant formula may be able to continue to get one
- Retrials will still happen, but less often
- Complete nutritional assessments will be required only for some formulas as indicated in the formulary

So what does all of this mean?

Only participants who got a non-contract infant formula from WIC on or before 9/30/16 will be able to get one again.

Before, a contract formula retrial was required every 3 months. Now, a retrial is required at the end of the prescription's valid time period so retrials may happen less often.

Complete nutritional assessments will be required only for some formulas as described in the formulary. More about each of these changes later.

Slide 13

Why formula approval is changing

- To simplify the process as we prepare for TXIN
 - Paperless
 - Closer match with partner states
- To save time for everyone – participants, staff and healthcare providers (HCPs)
 - Shorter WIC appointments
 - Fewer/shorter HCP visits
 - Less confusion for families and HCPs

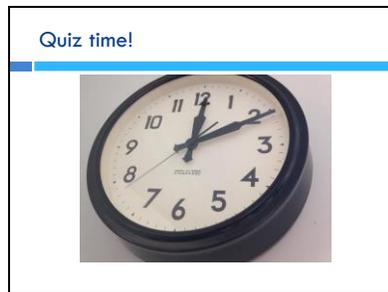
Now, we will talk a little bit about why we are making these changes.

In order to prepare for the paperless certification process of TXIN, state staff were asked to review the current formula approval process to see how it could be made more efficient. We also wanted to create a process that better fit with the processes used by our partner TXIN states.

As participants and HCPs learn that some formulas are not available, prescriptions for them will not be written and will not need to be processed. HCPs will not need to come up with a medical reason why a specific brand of formula is needed for intolerance symptoms. Participants will need fewer appointments for new prescriptions. And ultimately, this will

result in less confusion among families and health care providers.

Slide 14



Let's see what you have learned so far.

Slide 15

Question # 1

True or false – Formula can be divided into the following 2 groups:

1. Contract and non-exempt
2. Non-contract and exempt

Slide 16

Answer # 1

False – the groupings are:

1. Contract and non-contract
2. Exempt and non-exempt

Slide 17

Question # 2

True or false - Formula retrials will happen less often after October 1st, 2016

Slide 18

Answer # 2

True

Slide 19

Question # 3

Non-exempt formula includes all of the following except:

- A. Good Start Gentle
- B. Good Start Soy
- C. Alimentum
- D. Enfamil AR

Slide 20

Answer # 3

C. Alimentum is the only exempt formula in this list

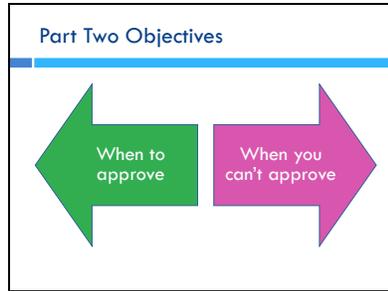
Slide 21

Part Two

Non-contract infant formula – when to say no and when you may say yes

It is now time to move on to Part Two where we will cover when you can and can't approve non-contract infant formula requests

Slide 22



In part two, you will learn how to decide when to approve non-contract infant formula and what to do when you can't approve.

We will also provide tools you can use to make this decision making process easier.

Slide 23

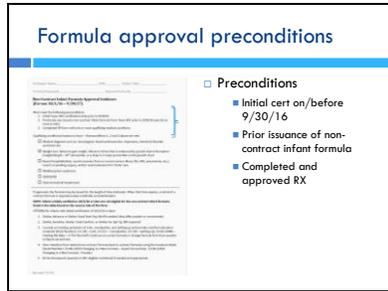


So which formulas are we talking about anyway?

Here we show you a list of the non-contract infant formulas we have that will be allowed only for participants who received them on or before September 30, 2016. Each color represents a different formula brand. They are: Enfamil AR, Gentlease, Infant, Newborn and Prosoabee; Similac Soy Isomil; Good Start Gentle and Soothe.

You may see requests for other similar formulas that are not authorized for anyone at this time. They include formulas like Reguline, or the For-Supplementation formulas made by Similac, Enfamil and Good Start, among others.

Slide 24



An optional checklist has been provided to help you decide whether or not a non-contract infant formula request can be approved.

We will go over the sections on the form next.

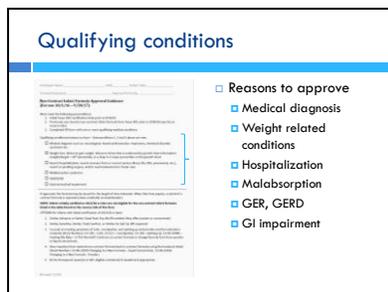
The top section shows the 3 preconditions that have to be met. All 3 preconditions must be met for the formula to be considered for approval.

First is Texas WIC certification on or before 9/30/16.

Second is previous issuance of a non-contract infant formula on or before 9/30/16

Last is a completed RX form with one or more qualifying conditions present

Slide 25



Next, review the completed RX form. You can use the checklist and the formulary to decide if the formula can be approved.

The revised RX form has reasons to issue listed for the HCP to check off.

Look for a medical diagnosis,

weight loss, or failure to gain, or failure to thrive.

Complications like a recent hospital stay, recovery from a serious illness, surgery or foster care placement.

Other reasons available on the form are malabsorption syndrome,

GER/GERD or

GI impairment. These could be checked for symptoms like diarrhea or vomiting,

Slide 26

When you aren't able to approve

- Non-contract infant formulas are **not** allowed:
 - First time certification on or after 10/1/16
 - First time request for a non-contract infant formula (did not have these formulas issued before 10/1/16 from Texas WIC)

Non-contract infant formulas are not allowed when:

The first time certification is on or after 10/1/16. This means that the infant or child did not come to the clinic for certification until on or after 10/1/16, and so they cannot be issued a non-contract infant formula.

A third group of participants affected could have certified before 10/1/16, but they were not approved for a non-contract infant formula before 10/1/16 and, therefore, they are also affected by this change.

What do you do now?

- Options:
 - Offer a different contract formula (RX may be required)
 - Counsel on treatment of mild intolerance symptoms
 - Slow transition from desired non-contract to contract
 - RX for exempt formula if needed and appropriate

Let's say that this request does not meet the preconditions we just discussed.

If you have determined that a request can't be approved, what do you do?

How can you help?

You have options!

First, you can offer a primary contract formula: Similac Advance or Good Start Soy. With doctor approval, a contract formula needing an RX could be given which include Similac Sensitive, Similac for Spit-Up and Similac Total Comfort.

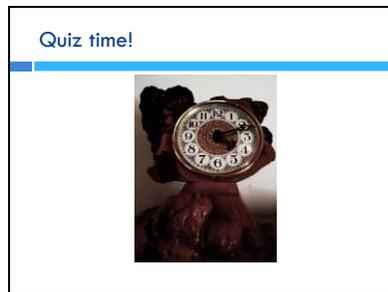
You can also explore reported symptoms and see if you can offer some suggestions to help. Use the handouts on Colic, Constipation, Spitting-Up and/or Feeding My Baby – Is this normal? for ideas. It will be important to help parents understand that many times the symptoms they see are within the range of normal baby behavior and don't always mean the formula brand needs to change.

Another suggestion is to mix the non-contract and contract infant formulas together and slowly transition from one to the other. This can be done over several days to several weeks by mixing the two brands of formulas in the same bottle. As an example: For a 6 oz bottle, mix one scoop of new formula with 2 scoops of old formula with 6 oz water. This can help the baby get used to the flavor of the new formula.

Lastly, if symptoms continue or worsen, refer the participant to their

doctor to talk about an exempt formula.

Slide 28



Time to review and see what you learned so far.

Slide 29

Question # 4

Which reason is not a precondition for approval of non-contract infant formula?

- A. A sibling who was issued a non-contract infant formula
- B. Initial Texas WIC certification on or before 10/1/16
- C. Previous issuance of a non-contract infant formula
- D. Completed RX form

Slide 30

Answer # 4

A. A sibling who was issued a non-contract infant formula

Slide 31

Question # 5

Which of the following formulas is a non-contract infant formula?

- A. Similac Sensitive
- B. Good Start Soothe
- C. Good Start Soy
- D. Neosure

Slide 32

Answer # 5

B. Good Start Soothe – this one was tricky. Similac Sensitive and Good Start Soy are both contract formulas and Neosure is a non-contract exempt formula so it isn't classified as an infant formula. Remember, infant formula means non-exempt.

Slide 33

Approval requirements

1. Initial certification on or before 9/30/16
2. Previous approval and Texas issuance of a **non-contract infant formula** on or before 9/30/16
3. New (or continuation of a) script that meets approval standards as described in the latest version of the Texas WIC formulary

All 3 steps must be met before the formula may be approved.

First, they must be certified for the first time on or before 9/30/16

Next, they must have had a non-contract infant formula approved and issued by Texas WIC on or before 9/30/16. This means that if they transfer to Texas from another state WIC program they are only eligible for a contract infant formula.

Lastly, the prescription used has to meet the approval reasons listed in the Texas WIC Formulary in order to be approved. Next we will have some scenarios to look at!

Slide 34

Scenario #1: non-approval (1 of 2)

Baby Boy:

1. DOB 9/15/16
2. Texas WIC initial certification date – 10/15/16

Does baby boy qualify for a non-contract infant formula?



We will now review some examples of when you won't be able to approve and when you will.

Let's pretend you have a new baby born to WIC on 9/15/16 and their first time certification appointment is 10/15/16.

Does this baby qualify for a non-contract infant formula? Please type your answers in the chat box. [pause for 30 seconds]

Slide 35

Scenario #1: non-approval (2 of 2)

Baby Boy:

1. DOB 9/15/16
2. Texas WIC initial certification date – 10/15/16

Conclusion:
Cannot be approved. Inform family and provide other options.



Thanks to everyone who participated in this question.

Based on the information provide, the baby was not initially certified on or before September 30, which means the request cannot be approved. The next step would be to let the family know the formula cannot be approved and explore other options to help.

Slide 36

Scenario #2: approval (1 of 2)

Baby Boy:

1. Texas WIC initial certification date – 7/7/16
2. Issued Enfamil AR – 8/7/16
3. Rx expires 1/31/17
4. Returned 10/15/16 for next issuance

Does baby boy qualify for the non-contract infant formula?



In this scenario, the 1st time certification was before 10/1/16. On 8/7/16, Enfamil AR was approved and issued for 3 months. The request was for 6 months so the RX is valid until Jan. 31st, 2017. Does this baby qualify for the non-contract infant formula requested? Please type your answers in the chat box. [pause for 30 seconds]

Slide 37

Scenario #2: approval (2 of 2)

Baby Boy:

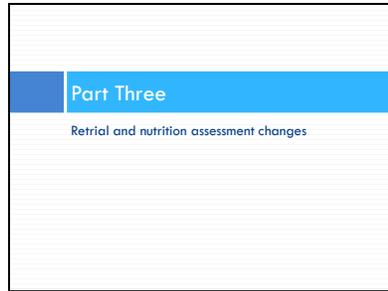
1. Texas WIC initial certification date – 7/7/16
2. Issued Enfamil AR – 8/7/16
3. Rx expires 1/31/17
4. Returned 10/15/16 for next issuance

Conclusion:
Enfamil AR can be approved until Rx expiration date 1/31/17



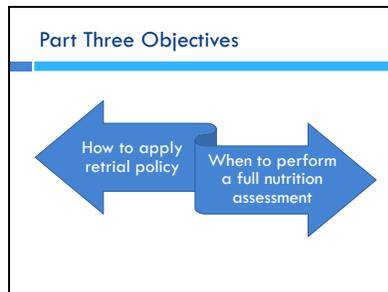
Good job on those answers! Since the RX is still valid until Jan. 31st, 2017, the request can be approved for until the expiration date. Normally, it is time for a retrial but there has been a change in that policy. More about that in part three.

Slide 38



In this section, we will cover the changes in retrials and nutrition assessments.

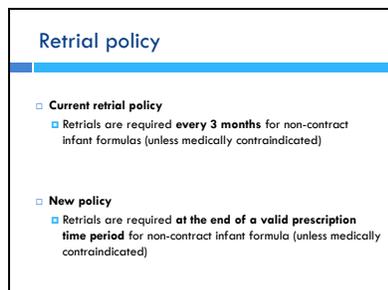
Slide 39



In Part three you will learn:

How to apply retrial policy to non-contract infant formula requests. And how to decide when to perform a complete nutrition assessment and when it is optional.

Slide 40



Our current retrial policy limits all non-contract infant formula requests to 3 months even if the script is for a longer time. After 3 months of issuance, the family is asked to try a contract formula again to see if there is still a medical reason to continue the non-contract infant formula. If the trial does not work and the baby still has intolerance symptoms, the formula can be approved again.

Now, the approval time period can be as long as was written on the script. Retrials can be waived if there is a medical contraindication or if the CA is

aware of a situation that would make a retrial unsafe for the baby. We will give some examples next.

Slide 41

Scenario #3: Continuation of script
(1 of 2)

Baby Boy:

1. Texas WIC initial certification date – 7/7/16
2. Issued Enfamil AR – 8/7/16
3. Rx expires 1/31/17
4. Returned 10/15/16 for next issuance

How do you proceed?



In the example at the end of Part two, the family is returning in October after receiving Enfamil AR for 3 months. Initial issuance happened before 10/1/16 and a non-contract infant formula was approved.

How do you proceed? I'll give you some time to type your answers in the chat box. [pause for 1 min]

Slide 42

Scenario #3: Continuation of script
(2 of 2)

Baby Boy:

1. Texas WIC initial certification date – 7/7/16
2. Issued Enfamil AR – 8/7/16
3. Rx expires 1/31/17
4. Returned 10/15/16 for next issuance

Conclusion:
Formula can be approved for 3 more months BUT contract retrial is due at Rx expiration



Good job on your answers!

In the past, a retrial of a contract formula would be due after 3 months of issuance.

However, since you are working with an existing script, you can approve for 3 more months without a retrial now. It will be important to tell the family that a retrial is due next time before the formula can be approved again. Give them a copy of the new RX form to take with them.

Slide 43

Scenario #4– New script (1 of 2)

Baby Girl:

1. New Enfamil AR script requested for 6 months on 10/20/16
2. Contract formula retrial already done
3. Issued Enfamil Infant 8/7/16

Can you approve this formula, assuming medical diagnosis is valid?



In this example, a new script is being reviewed after 10/1/16.

This baby girl was issued Enfamil Infant on 8/7/16.

She failed a contract retrial and the family is back with a new script for Enfamil AR for 6 months.

Can you approve this formula, assuming the medical diagnosis is valid?

I will give you some time to type your answers into the chat box. [pause for 1 min]

Slide 44

Scenario #4– New script (2 of 2)

Baby Girl:

1. New Enfamil AR script requested for 6 months on 10/20/16
2. Contract formula retrial already done
3. Issued Enfamil Infant 8/7/16

Conclusion:
You can approve Enfamil AR for 6 months at which time a retrial is due.



Great job on your answers!

Since baby girl failed a contract formula retrial already and was issued a non-contract infant formula on or prior to September 30, you can issue Enfamil AR for 6 months.

A retrial will be due in 6 months at the script's expiration date.

Slide 45

Quiz time!



Time to see what you remember.

Slide 46

Question # 6

True or False – Non-contract infant formula requests no longer need contract formula retrials

Slide 47

Answer # 6

False. Retrials are still needed at the end of the prescription time period.

Slide 48

Nutrition assessment requirements

Current policy

- Complete nutrition assessment required for all non-contract approvals
 - Anthropometric measurements and plotting
 - Dietary intake/history
 - Formula history
 - Pertinent medical history

New policy

- Complete nutrition assessment required when weight is of concern
- For SA approval (not including metabolic requests)

Here we are contrasting the differences between current policy and the policy changes planned for October 1st, 2016.

Current policy requires a complete nutrition assessment for all non-contract formula approvals. This includes:

Anthropometric measurements and plotting

Dietary intake and history

Formula history including symptoms

Pertinent medical history as it relates to the formula being requested.

The new policy will only require a complete nutrition assessment for formula requested for weight related issues or

When you are calling the SA for approval (excluding requests for metabolic formulas).

Slide 49

Nutrition assessment when weight is not involved

- For all other approvals:
 - Formula history at a minimum
 - The following are optional:
 - Anthropometric measurements and plotting
 - Diet history
 - Pertinent medical history

If the requested formula is for a reason different from weight loss, failure to thrive etc. then only a formula history is required at a minimum.

Weighing, measuring and plotting, diet and medical history collection are optional. We will give you some examples next.

Slide 50

Weight concerns (1 of 2)

- Formula examples:
 - Prematurity
 - Neosure
 - Enfacare
 - Similac Special Care
 - Failure to thrive
 - Pediasure
 - Kid Essentials
 - Nutren Jr



What does the phrase: when weight is of concern” mean?

The formulas listed here are indicated for prematurity or for failure to thrive where weight gain is needed.

Examples are Neosure, Enfacare, Similac Special Care, Pediasure, Kid Essentials and Nutren Jr. It will be helpful to track the weight of infants and children needing these formulas. This will help you decide if the formula should be approved and if it is helping to improve the participant’s condition. It may also help you decide if you need to refer the participant back to their HCP to consider a different

formula if weight gain is not improving.

Slide 51

Weight concerns (2 of 2)

- Complete nutrition assessment required including:
 - Anthropometric measurements and plotting
 - Diet history
 - Formula history
 - Pertinent medical history

When weight is of concern, a complete nutrition assessment is required. This includes:

Anthropometric measurements and plotting

Diet history

Formula history and

Medical history

Slide 52

Optional assessment

- Food allergies, GI impairment
 - Alimentum
 - Puramino
 - Peptamen Jr
- Special medical conditions
 - Similac PM 60/40
 - Nepro



If a milk or soy allergy is present, a formula approval decision can usually be made based on the prescription information and a formula history alone.

Examples of formulas used for this reason include: Alimentum, Puramino and Peptamen Jr.

The same is true for many special medical conditions. Two formulas in this category are Similac PM 60/40 or Nepro typically prescribed for kidney problems such as renal failure.

The CA will be able to make the decision as to whether or not she or he wants to perform a complete

nutrition assessment due to some specific concern about that infant or child's condition. It will not be required in that situation.

Slide 53

Calling the state agency

- Consultation is needed or required for:
 - Human milk fortifiers
 - 24 calorie premature formulas
 - Complicated cases when local RD is not available or requests help

Complete nutrition assessment required*

*If participant is not present for measurements, call state formula pager to determine needs **before** rescheduling appointment

Some formulas will remain state approval only. Most of these will be formulas or situations where weight will be of concern.

These include human milk fortifiers and 24 calorie premature formulas.

A complete nutrition assessment will be required in these cases. However, if the participant is not present for measurements, call the state formula pager to determine needs **BEFORE** rescheduling the appointment. Other formulas such as modular products like MCT oil or microlipid might be for a medical condition that is not weight related. The Texas WIC Formulary will provide nutrition assessment instructions for each individual formula and should be consulted before each approval decision is made.

Slide 54

Nutrition assessment not needed

- Situations that do not require weighing and measuring
 - Metabolic formulas
 - Tube feeders
 - Alternate contract formulas
 - Similac Sensitive
 - Similac Total Comfort
 - Similac for Spit Up

The following situations do not require measurements even if a call to the state agency is made:

Metabolic formulas

Tube feeders

Alternate contract formulas – Similac Sensitive, Similac Total Comfort or Similac for Spit Up

In these cases, measurements will not be needed to make a decision as to whether or not the formula is needed. Diet recalls and medical histories are not required. However, a diet recall may be helpful to see how much formula should be given.

Slide 55

Quiz Time!

An analog clock with a black frame and a white face. The numbers 1 through 12 are printed on the face. The hour hand is positioned between 1 and 2, and the minute hand is pointing exactly at 10. The time shown is 1:50.

Slide 56

Question # 7

Baby Maria is 2 months old and her mom has a script for Neocate for a severe milk protein allergy.

- She tried Similac Advance for 3 weeks with vomiting
- Then she tried Nutramigen and had bloody stools
- Maria is not in the clinic. Do you need to weigh and measure her in order to approve?

Yes or No?

Slide 57

Answer # 7

No. Since this formula is for an allergy, measurements are not required.

Slide 58

Preparing the participant

- What to tell participants about future appointments
 - Be prepared by bringing your infant/child or recent measurements from the doctor
- Tell the parent when a retriial is due

Although a complete nutrition assessment may not always be required, participants should be prepared for future appointments.

This means they should bring their infant or child to formula approval appointments or bring recent measurements from their doctor just in case they are needed.

It will also be important to remind the participant when a contract formula retriial is needed. Sometimes complaints or confusion can be avoided when everyone clearly

understands what they need to do ahead of time.

Slide 59

Required elements

- All approval decisions require:
 - Completed RX
 - Evaluation of requested formula and reason to issue
 - Documentation of formulas tried and symptoms
- When weight is of concern add:
 - Weighing, measuring and plotting
 - Review of diet recall and relevant medical history

In summary all approvals will require:

A completed RX;

A comparison of the formula and the medical reason it is needed;

Documentation of the formulas tried before and the symptoms;

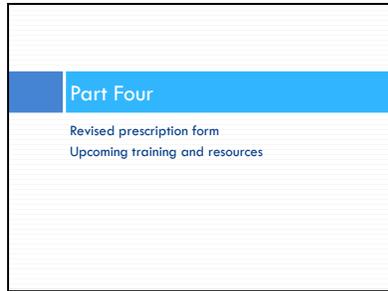
If there is problem with weight gain in some way,

Add weighing, measuring and plotting,

And a review of the diet recall and any relevant medical history. All of this will help you decide whether or not the formula should be approved.

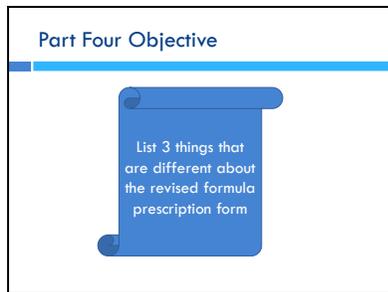
Refer to the updated Texas WIC Formulary dated October 2016 for specific nutrition assessment information according to formula name.

Slide 60



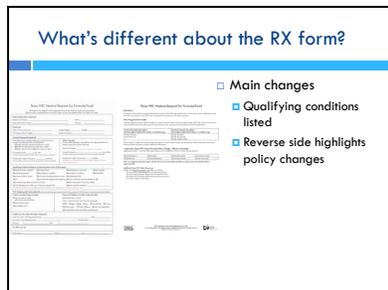
In this section we will go over the revised prescription form, upcoming trainings, and other resources available to you

Slide 61



The objective for Part Four is to be able to list 3 things that are different about the revised formula prescription form.

Slide 62



There are 3 major changes to the RX form. First, the new form is one sided for infants and children so there is only one side to fill out.

Second, there are qualifying conditions listed for easy check off. These should fit the reasons most formulas are requested.

Lastly, the reverse side gives program information and highlights the policy change about the non-contract infant formulas that will no longer be available for first time Texas WIC participants.

Slide 63

The RX changes in detail

The image shows a screenshot of a medical prescription form titled "Form 912 - Medical Request for Formula/Food". The form is divided into several sections, including Patient Information, Medical History, and WIC Supplemental Foods. A list of changes is provided on the right side of the form:

- Optional measurements under patient information
- Trial information and contraindications removed
- Qualifying conditions list added
- Foods to omit for women and children moved to the same side
 - "Formula only, no foods" – used only when inability to consume solids is present

Let's look at the side of the form that the health care provider fills out.

The space for optional measurements has been moved up under the patient information.

The space for trial information and medical contraindications was removed to make room for

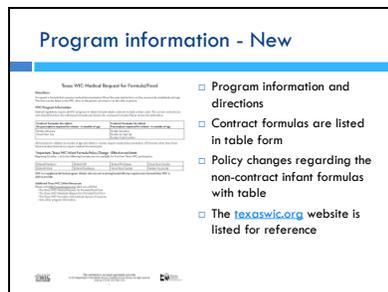
The Qualifying conditions list that was added. It is also expected that there will be less need to write in contraindications as the non-contract infant requests decrease over the next year.

And lastly, foods to omit for women and children were moved to the same side as the infant foods to omit section.

Now, in the last week or so, it has come to our attention that the "Formula only, no foods" check box under the WIC Supplemental Foods section may be misinterpreted by providers. In the last version of the prescription, the form stated that this

could only be checked if the infant had an inability or delay in consuming solids. On the new version of the prescription form, we took that out in order to fit everything else in. However, the policy for food package 685 still stands. Therefore, if you find that a provider checked this box but there is no medical concerns regarding the infant's ability to consume solids, you should contact the health care provider for more information. We are looking into making a revision to the prescription form but in the meantime, continue using the new forms you've got and contact the health care provider if necessary. We will keep you posted on this matter.

Slide 64



On the reverse side of the RX form,

WIC program information and directions were added.

A table is provided that shows the primary contract formulas and the alternate contract formulas that require a prescription for issuance.

Policy change information is listed that briefly explains that non-contract infant formulas will not be given. A table listing these formulas by name is available.

The texaswic.org website is listed for HCPs to refer to for additional information.

Slide 65

Trainings (1 of 2)

- Multiple trainings are planned
 - Formula Updates Spring 2016 – recorded in July
 - Formula Approval Process Changes – live and recorded
 - Sept – Oct 2016
 - Non-Contract Infant Formula Approval– self paced
 - Sept 2016

Multiple trainings are planned throughout the summer and fall. Formula Updates Spring 2016 was recorded and gave a sneak peak of the changes to come.

This training, Formula Approval Process Changes, will be available as a live training and a recorded training in the September – October timeframe. Non-Contract Infant Formula Approval training will be available as a self-paced training in September and will focus on how to make approval decisions

Slide 66

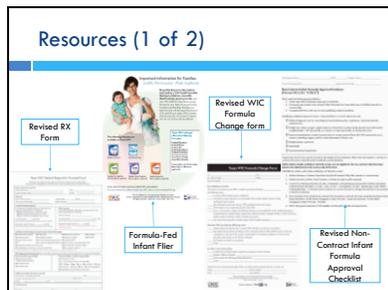
Trainings (2 of 2)

- Training revisions – this fall
 - FD 13.0 – Issuance of Contract Infant Formulas (new)
 - FD 16.0 – Approval of Non-Contract Formulas (revised)
 - FD 16.1 - Issuance of Formula Food Packages (new)
 - Introduction to Formula Approval (revised)

Formula policy trainings are scheduled to be revised this fall and winter. FD 13, 16.0 and 16.1 will be available as self-paced trainings along with Introduction to Formula Approval.

Slide 67

Resources (1 of 2)



Many resources are planned to assist you with these changes.

The revised RX form which is being mailed to clinics right now

Participant flier for formula fed infants which is to be mailed out this month (September). This flier informs clients of the October 1st changes regarding non-contract infant formulas and should be given to all clients who are receiving formula from Texas WIC and any client requesting information

about Texas WIC formula. We received questions on whether or not clients already receiving one of the non-contract infant formulas should get this flier. We will be leaving it up to the agencies to decide this matter. This may create more work for the person issuing benefits if the flier is not handed out. Additionally, this flier can not be posted anywhere on walls or bulletin boards and must be stored out of sight from the client's views. Another two resources will be updated to reflect the policy changes.

They are: the Texas WIC Formula Change form and

the Non-Contract Infant Formula Approval Guidance Checklist

Slide 68

Resources (2 of 2)

- HCP mail out (mailed out in August)
 - Introductory letter
 - RX form
 - Flyer about physician training on formula
 - Letter informing of non-contract infant formula policy change
 - Powder infant formula (PIF) mixing instructions change
 - Client brochure coming expected to arrive near October

There is an HCP mail out which will include:

An introduction letter, a prescription form, a flyer advertising the health-care provider training on formula, a letter informing them of the non-contract infant formula policy change, and the powder infant formula mixing instruction changes. The PIF mixing instructions client brochure is expected to arrive in clinics sometime near October.

Slide 69

Policies

- The following policies will change effective October 1, 2016
 - FD 13.0 – Issuance of Contract Infant Formulas
 - FD 16.0 – Approval of Non-Contract Formulas
 - FD 16.1- Issuance of Formula Food Packages
- More information about monitoring specifics will be provided this fall

The following policies will change effective October 1, 2016:
FD 13.0 – Issuance of Contract Infant Formulas
FD 16.0 – Approval of Non-Contract Formulas
FD 16.1- Issuance of Formula Food Packages
More information about monitoring specifics will be provided this fall

Slide 70

Questions and Answers

- Can I accept older prescriptions forms?
 - Yes for as long as they are used
- When do we start using the new prescription form?
 - On or after October 1 but earlier is ok too
- When will we get the new prescription form and the formula-fed infant flier?
 - The RX form is currently being shipped. The flier should be shipped by end of September.
- When will the other forms & formulary get posted?
 - The aim is for September 30 but may have to send out in email

Let's talk about some questions that may come up.

Can I accept older prescriptions forms?

Yes for as long as they are used

When do we start using the new prescription forms?

On or after October 1 but earlier is ok too.

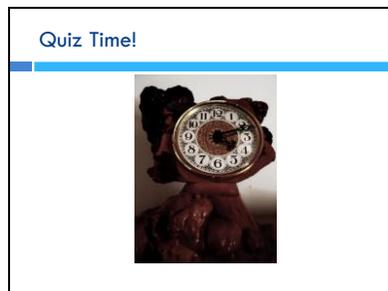
When will we get the new prescription form and the formula-fed infant flier?

The prescription form is currently being shipped. The flier should be shipped by the end of September.

When will the formula change form, the approval guidance checklist and the updated formulary be posted?

We are currently working on them being posted by September 30 on the DSHS website but in the event that they cannot, we will send an email to the WIC directors with all these attachments by September 30.

Slide 71



Slide 72

Question # 8

What did not change on the revised RX form?

- A. There is one form for infants and children
- B. There is program policy change information on the reverse side
- C. Alternate contract formulas are listed along with reasons to issue
- D. Qualifying conditions are listed for check off by the doctor

Slide 73

Answer # 8

C. Alternate formulas are listed along with their reasons to issue

Slide 74

Summary

- Non-contract infant formulas will not be available for first time Texas WIC participants after 10/1/16
- Contract formula retrials will be required at the end of each valid RX time period.
 - No longer every 3 months
- Complete nutrition assessments are required only in some situations – such as when there are concerns about weight
- The RX form has been revised

In summary, we have covered a number of changes to the formula approval process.

Non-contract infant formulas will not be available for first time Texas WIC participants after 10/1/16

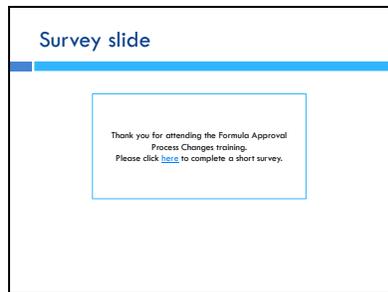
Contract formula approvals are no longer limited to 3 months followed by a retrial. Now retrials are at the end of each valid RX time period only.

Complete nutrition assessments which include weighing, measurements and plotting, formula history, diet history,

and pertinent medical history are required only in some situations such as when there are concerns about the participant's weight.

And lastly, the RX form has been revised.

Slide 75



Thank you for attending the Formula Approval Process Changes training. Please take the following short survey so that we can improve our trainings.

Slide 1



Welcome to the Non-Contract Infant Formula Approval training. If you are using assistive technology, you may click on the links below for the transcript of this training and for directions on how to view pre-recorded presentations with JAWS". Please click on next to continue.

Slide 2



Now let's take a look at how to navigate through the training slides. If you already know how, you can simply press the forward button to skip this slide.

The playback controls, consisting of a play bar and a progress bar, allow you to control the training while it is being played.

The Play button both plays and pauses the training. If you need to stop the training momentarily, hit the play button to pause it. When you're ready to start again, hit the play button again.

If you need to stop the training for an extended period of time, pause the training and then completely close the learning window. The next time you enter this training, you will start from the same place you left off.

The Back button allows you to go to the previous slide while the Forward button allows you to advance to the next slide.

The progress bar tracks your progress through the slides, showing the location of the current slide.

To replay the current slide, click and drag the progress indicator to the beginning of the progress bar and then click Play.

The Speaker button allows you to control the audio of the training.

By clicking the Closed Captioning button, the text being read is highlighted in the Notes pane. To turn this feature off, click on the button again. Please note that this functionality may vary depending on your browser.

The Show/Hide sidebar button allows you to show or hide the training sidebar.

Now I'll show you the different ways you can use the training sidebar.

The Outline pane lists the title and duration of each slide.

The Thumb pane displays the thumbnail, slide title, and duration of each slide.

In the Notes pane you will see the notes for each slide.

And last is the search pane where you can search text within the training

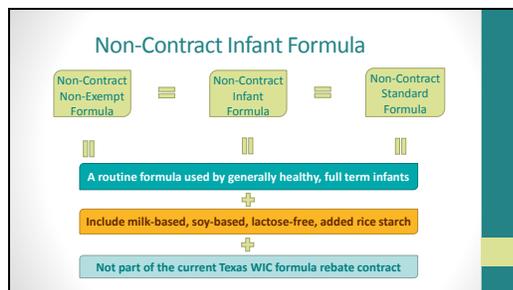
Now you know how to navigate within the training. When you are ready, click the forward arrow below to advance to the next slide.

Slide 3



Today's training is on Non-Contract Infant Formula approval. We will discuss definitions of the various types of formulas, what non-contract infant formulas are available on Texas WIC, new policy changes & guidelines, and guidelines regarding approvals and denials. We'll also give some tools for you to use to notify the health-care provider, a check list for approvals, and test your knowledge!

Slide 4



What are non-contract infant formulas? The Texas WIC definition is a formula designed and marketed for routine use by full term, generally healthy infants or toddlers. They include milk-based, soy-based, lactose-free or added rice starch formulas that are not part of the current Texas WIC formula contract and, therefore, are not rebated. These formulas used to be called "non-contract standard formulas" and are also known as "non-contract non-exempt formula."

Slide 5

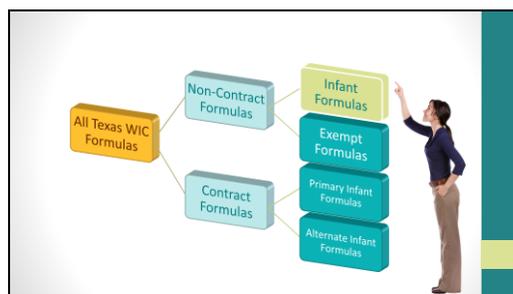
What is a Rebate Contract?

- Cost containment strategy
- Cut costs from \$15 to \$2 per can
- Allows for more WIC participants
- Non-contract infant formula = WIC pays full price



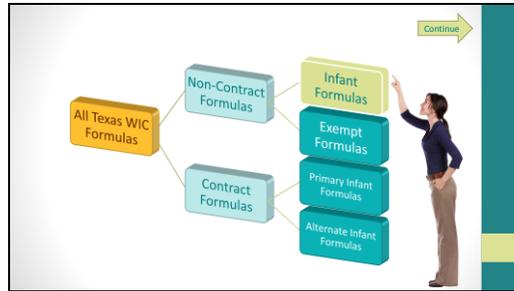
USDA requires that every state have a cost-containment strategy to lower the cost of infant formula. Most states have a contract with one of the major formula companies in the United States. In Texas the rebate contract allows the cost of the formula to be much less than retail at about \$2 per can vs. \$15. We can use our available resources to serve more infants. When it comes to non-contract infant formulas, the WIC program pays the full retail cost.

Slide 6



This diagram is a reminder of the sub-group of formulas this training will cover and where they fit among all Texas WIC formulas. Remember, the term “infant formula” is also the same thing as “non-exempt formula”. For examples of each sub-category of formulas, click on each box.

Slide 7



To learn about more of the sub-categories of formula, keep clicking through the boxes. Once you have finished, you may click continue to move forward.

Slide 8



The formulas shown in this slide are all the non-contract infant formulas available on WIC. These formulas include Enfamil AR, Enfamil Infant, Enfamil ProSobee, Enfamil Gentlease, Enfamil Newborn, Gerber Good Start Gentle, Gerber Good Start Soothe and Similac Soy Isomil. A prescription is always required for these. Click the back arrow to return to the list of formula categories.

Slide 9



The formulas on this slide are just a few examples of the many non-contract exempt formulas, also known as exempt formulas, that participants can get through WIC. These formulas include NeoSure, Alimentum, Nutramigen Toddler, and PediaSure, just to name a few. A prescription is always required for these formulas. Click the back arrow to return to the list of formula categories.

Slide 10



Similac Advance is Texas WIC's contract primary cow milk-based infant formula and Good Start Soy is the contract primary soy-based infant formula. These do not require a prescription when issued to infants. Click the back arrow to return to the list of formula categories.

Slide 11



The contract alternate infant formulas for Texas WIC are Similac Sensitive, Similac Total Comfort and Similac for Spit-Up. For the purposes of these formulas, alternate simply means these are not the primary cow milk-based formulas. Remember, due to their 19 kcal/oz formulations, these formulas always require a prescription. Click the back arrow to return to the list of formula categories.

Slide 12



Check your knowledge! A WIC participant brings in a Texas Medical Request for Formula/Food form that is accurately filled out and completed. The health care provider is requesting Similac Soy Isomil.

Slide 13



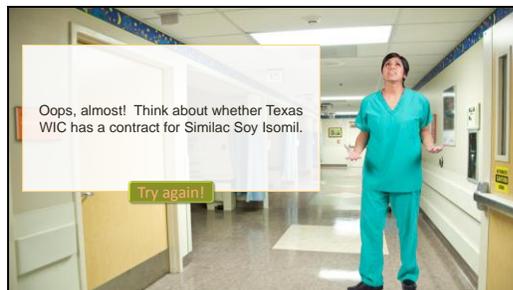
What category does Similac Soy Isomil fall into? Non-contract Infant, Contract Infant, or Non-contract Exempt? Click on the answer you think fits best.

Slide 14



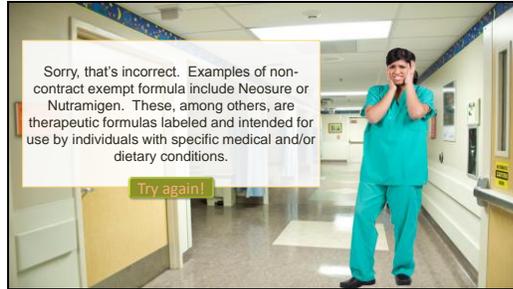
Good job!! You got it right. Similac Soy Isomil is a formula used for routine feeding of generally healthy infants, but it is not one of Texas WIC's contract formulas. Therefore, it is considered a non-contract infant formula.

Slide 15



Oops, almost! Think about whether Texas WIC has a contract for Similac Soy Isomil.

Slide 16



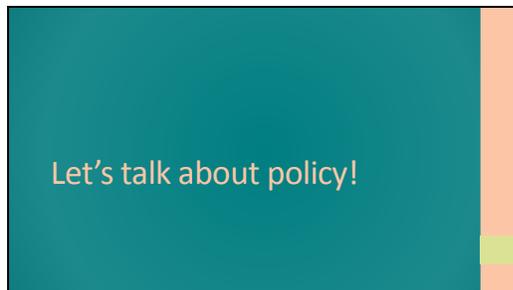
Sorry, that's incorrect. Examples of non-contract exempt formula include Neosure or Nutramigen. These, among others, are therapeutic formulas labeled and intended for use by individuals with specific medical and/or dietary conditions.

Slide 17



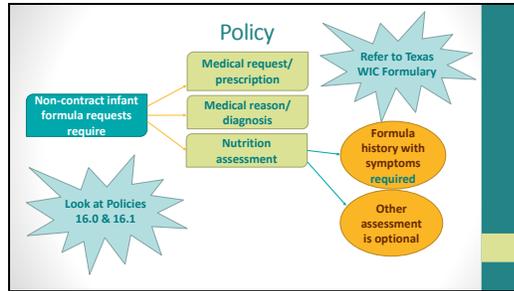
You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded. Next time you enter into the training, you will start where you left off.

Slide 18



Good job on that last question. Let's move on to policy. It's important to learn the policies surrounding non-contract infant formula in order to keep yourself informed which will help you better serve your clients.

Slide 19



If a health-care provider requests a non contract infant formula, a medical request form or prescription is required with a medical reason or diagnosis. A nutrition assessment consisting of only a formula history is also required. If WIC staff have concerns, they may collect other information such as weight, height, diet recall, and medical history but this information will no longer be required for non-contract infant formulas starting October 1, 2016. Refer to the latest version of the Texas WIC Formulary for information specific to each formula and policies FD 16.0 and FD 16.1 regarding all non-contract approvals and issuances.

Slide 20



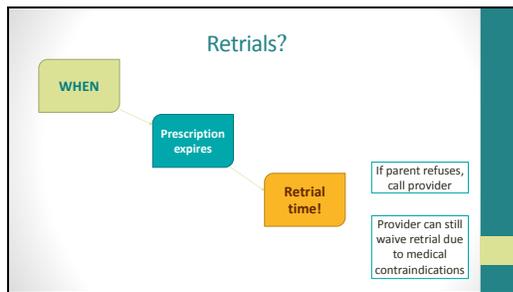
Starting October 1, 2016, non-contract infant formulas can only be issued to Texas WIC clients who have already received a non-contract infant formula through Texas WIC on or prior to September 30, 2016. This means that any first time Texas WIC clients on or after October 1, 2016 will not be eligible to receive a non-contract infant formula.

Slide 21



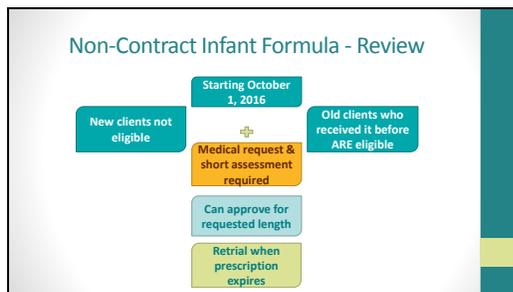
The length of approval is also a new change for the non-contract infant formulas. Starting October 1, 2016, if a non-contract infant formula meets all the criteria for an approval, the clinic staff can approve the formula for the length of time requested by the provider. For example, if the health-care provider checks off 6 months on the prescription form for requested length of issuance, you will be able to approve the formula for the same length of time: 6 months.

Slide 22



Although the new policy changes will result in fewer retrials, they will still be required after a prescription has expired. If a parent refuses to do a retrial of a contract formula, WIC staff must call the healthcare provider to further investigate. And, if the health-care provider waives a retrial based on medical contraindications, WIC staff can approve the non-contract infant formula for the requested length of issuance.

Slide 23



Now we are going to review the policy on non-contract infant formula. Starting October 1, 2016, only clients who received a non-contract infant formula from Texas WIC on or before September 30, 2016, are eligible to get this type of formula. A medical request and short assessment are required. However, only formula history is needed in these assessments. Formulas can be approved for the requested length of issuance. A retrial should occur at the time the prescription has expired.

And, providers can still waive a retrial of a contract formula.

Slide 24

A client says her baby needs Enfamil AR. In order for her request to be considered, you will need

- A) A medical request or prescription form
- B) A medical reason or diagnosis
- C) A nutrition assessment consisting of a formula history with associated symptoms
- D) All of the above

Correct - Click anywhere or press Control Y to copy your answer: Incorrect - Click anywhere or press Control Y to copy your answer:

Try again Submit Clear

Slide 25

A client is eligible for a non-contract infant formula if

- A) They were initially certified on or before September 30, 2016
- B) They were initially certified on or before September 30, 2016 AND were previously issued a non-contract infant formula from Texas WIC
- C) They were initially certified on or before September 20, 2016, were previously issued a non-contract infant formula from Texas WIC AND medically qualify based on the reasons of issuance in the Texas WIC Formulary

Correct - Click anywhere or press Control Y to copy your answer: Incorrect - Click anywhere or press Control Y to copy your answer:

Try again Submit Clear

Slide 26

On or after October 1, 2016, you can approve a formula for as long as the health-care provider requested it on the medical request form.

- A) True
- B) False

Correct - Click anywhere or press Control Y to copy your answer: Incorrect - Click anywhere or press Control Y to copy your answer:

Try again Submit Clear

Slide 27

You issue 6 months of formula to an infant as requested by the health-care provider. At the next appointment, the parent brings in another prescription for the same formula but has not done a contract retrial. What do you do?

- A) You issue the formula request for however long the health-care provider is requesting up to 1 year of age
- B) You advise the parent and health-care provider that a retrial is required before formula can be issued again
- C) You issue the formula for 3 months after which time the infant will have to do a contract retrial

Correct - Click anywhere or press Control Y to copy your answer: Incorrect - Click anywhere or press Control Y to copy your answer:

Try again Submit Clear

Slide 28

Congratulations!

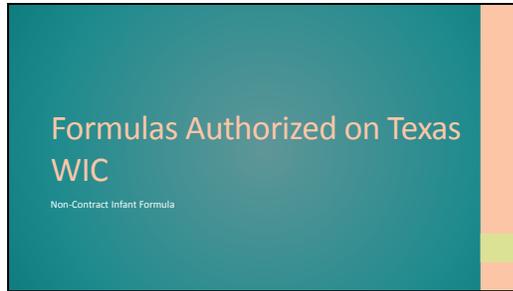
You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded.

Next

TEXAS Department of State Health Services Texas WIC.org TEXAS WIC Smart Choices • Healthy Families

You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded. Next time you enter into the training, you will start where you left off.

Slide 29



The next part of this training will describe each non-contract infant formula that is authorized on Texas WIC for those participants who qualify.

Slide 30



The milk based non-contract infant formulas include Enfamil Newborn, Enfamil Infant, and Good Start Gentle.

Slide 31



The soy based non contract infant formulas consist of Enfamil ProSobee and Similac Soy Isomil.

Slide 32

Non-Contract Infant Formula

Rice Starch Added

- Enfamil AR



Enfamil AR is the non contract infant formula with rice starch added.

Slide 33

Non-Contract Infant Formula

Partially Hydrolyzed Protein & Low Lactose

- Enfamil Gentlease
- Good Start Soothe



The non-contract infant formulas that contain partially hydrolyzed protein and are also low in lactose include Enfamil Gentlease and Good Start Soothe.

Slide 34

Based on what you've learned about non-contract infant formulas in this section, select the correct combination of formulas and descriptions from below:

- A) Gerber Good Start Gentle, Enfamil Newborn, Enfamil Infant - cow milk-based formulas
- B) Enfamil ProSobee, Similac Soy Isomil - soy-based formulas
- C) Enfamil Gentlease, Good Start Soothe - partially hydrolyzed & low lactose formulas
- D) Enfamil AR - added rice starch formula
- E) All of the above are formulas with their correct descriptions

Correct - Click anywhere or press Control Y to copy your answer:

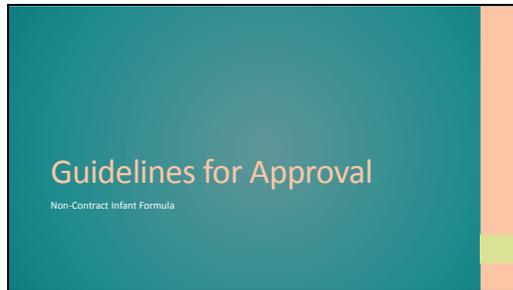
Incorrect - Click anywhere or press Control Y to copy your answer:

Slide 35



You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded. Next time you enter into the training, you will start where you left off.

Slide 36



Next, we will talk in detail about the guidelines for approval along with using an approval checklist.

Slide 37



The approval of non-contract infant formulas requires a short assessment and information from the client. Although it is not a mandatory form, the approval checklist was updated to better assist WIC staff in following the new policy when faced with a non-contract infant formula approval.

Slide 38

Non-Contract Infant Formula Approval Guidance Checklist

Non-contract infant formulas listed on the back

Non-Contract Infant Formulas on Texas WIC	
132	ENFANTIA NUTRITION PWR 13.132
140	ENFANTIA PWR 13.140
147	ENFANTIA PWR 13.147
148	ENFANTIA BLAND PWR 13.148
149	ENFANTIA BLAND PWR 13.149
147	ENFANTIA BLAND PWR 13.147
148	ENFANTIA BLAND PWR 13.148
149	ENFANTIA BLAND PWR 13.149
153	ENFANTIA PWR 13.153
156	ENFANTIA PWR 13.156
157	ENFANTIA PWR 13.157
158	ENFANTIA PWR 13.158
159	ENFANTIA PWR 13.159
160	ENFANTIA PWR 13.160
161	ENFANTIA PWR 13.161
162	ENFANTIA PWR 13.162
163	ENFANTIA PWR 13.163
164	ENFANTIA PWR 13.164
165	ENFANTIA PWR 13.165
166	ENFANTIA PWR 13.166
167	ENFANTIA PWR 13.167
168	ENFANTIA PWR 13.168
169	ENFANTIA PWR 13.169
170	ENFANTIA PWR 13.170
171	ENFANTIA PWR 13.171
172	ENFANTIA PWR 13.172
173	ENFANTIA PWR 13.173
174	ENFANTIA PWR 13.174
175	ENFANTIA PWR 13.175
176	ENFANTIA PWR 13.176
177	ENFANTIA PWR 13.177
178	ENFANTIA PWR 13.178
179	ENFANTIA PWR 13.179
180	ENFANTIA PWR 13.180
181	ENFANTIA PWR 13.181
182	ENFANTIA PWR 13.182
183	ENFANTIA PWR 13.183
184	ENFANTIA PWR 13.184
185	ENFANTIA PWR 13.185
186	ENFANTIA PWR 13.186
187	ENFANTIA PWR 13.187
188	ENFANTIA PWR 13.188
189	ENFANTIA PWR 13.189
190	ENFANTIA PWR 13.190

The non-contract infant formulas described in the previous section of this training are listed on the back of the approval checklist as a quick reference guide along with their respective formula codes.

Slide 39

Non-Contract Infant Formula Approval Guidance Checklist (Rev. 04/15/19)

Section 1: All 3 preconditions MUST be met for an infant to be eligible.

Section 2: If no boxes can be checked, the request cannot be approved.

Section 3: Use this section of the form to help you provide options when the formula is denied.

This slide shows the front side of the updated approval checklist form and we are now going to discuss how to use it.

When faced with a request for a non-contract infant formula, the infant must meet all three preconditions listed in section 1.

Section 2 lists the acceptable qualifying conditions. The infant must have one of these conditions in order for WIC to provide the non-contract infant formula that is being requested.

The last section of the form lists options for the infants who do not qualify for the non-contract infant formula.

Next, we will breakdown each section into detail.

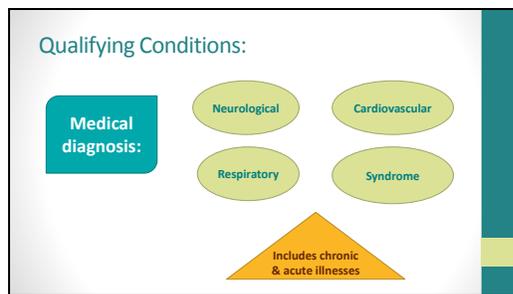
Slide 40



Let's go into more detail about the preconditions. The 3 preconditions a Texas WIC infant must meet in order to receive a non-contract infant formula are:

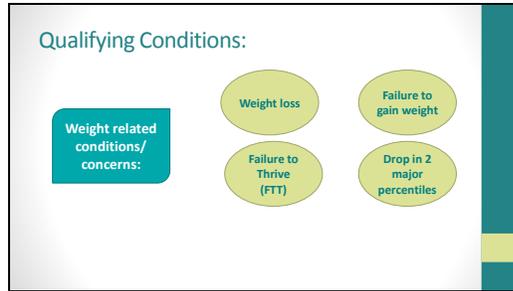
- 1.) the infant must have an initial Texas WIC certification date on or prior to September 30, 2016;
- 2.) the infant must have been previously issued a non-contract infant formula from Texas WIC on or prior to September 30, 2016, and
- 3.) the infant's caregiver must have a completed prescription form with one or more qualifying medical conditions

Slide 41



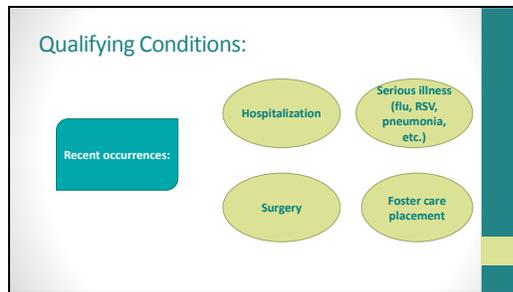
Let's review the reasons for issuance listed on the Non-Contract Infant Formula Approval Checklist in more detail. If the infant has a medical problem or diagnosis not listed in the other qualifying conditions, then check the first box. Examples include but are not limited to: a neurological, cardiovascular, respiratory disorder, or specific syndromes. Any chronic or acute illnesses are included in this category. Medical terminology with the same meaning as the specific conditions listed would be acceptable reasons to issue.

Slide 42



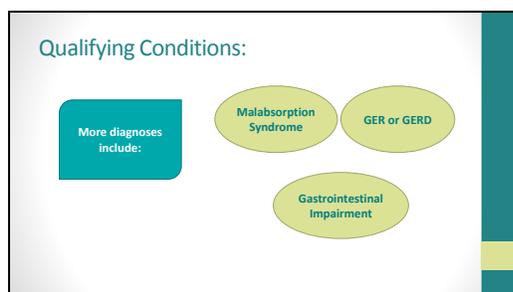
The infant may be at nutritional risk due to weight loss, failure to gain weight or Failure to thrive (FTT) as evidenced by the growth chart with weight or length being at or below the 10th percentile or a drop in 2 major percentiles.

Slide 43



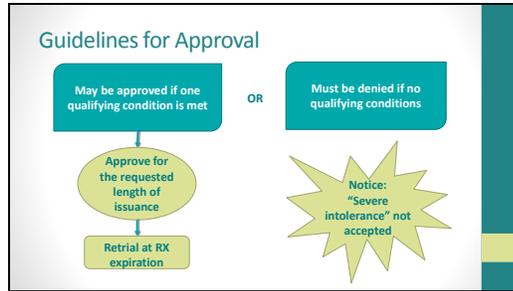
Another qualifying condition would be an infant who is just out of the hospital or is recovering from an illness such as the flu, RSV, pneumonia, etc., recovering from a surgery or has an upcoming surgery. Foster care placement is also a time of stress for an infant, as they may have been in an unsafe situation and environment and are in a new home.

Slide 44



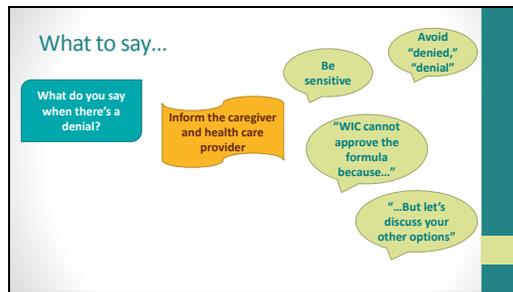
Additional qualifying conditions include malabsorption syndrome, gastroesophageal reflux known as GER, gastroesophageal reflux disease known as GERD, or a gastrointestinal impairment.

Slide 45



Let's talk about some additional guidelines. If at least one qualifying condition is met in addition to the preconditions discussed previously, the formula may be approved for the requested length of issuance. If approved, remember that a retrial is only required when the prescription expires. When these conditions do not present themselves, the non-contract infant formula should be denied. One thing you will notice on the new form is that "severe intolerance" is no longer a qualifying condition.

Slide 46

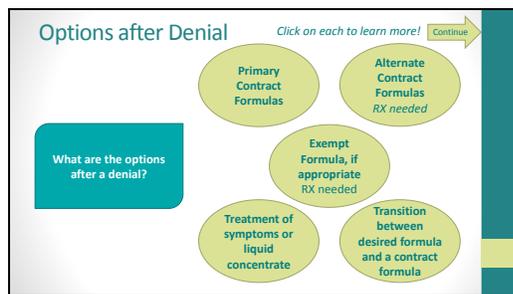


So what do you say when there is a denial? First you must inform the caregiver and the health care provider. Participants often are not happy when a formula is denied. Try to avoid words like "denied" or "denial" which seem negative. Say something more like, "WIC cannot approve the formula because it does not meet our guidelines, but let's discuss your other options..." Using this type of language may help ease the process.

educational materials and either continue on the powder form of the contract formula or switch to the liquid concentrate if one is available; 4.) provide appropriate education materials on how to slowly transition from the desired non-contract infant formula to a contract formula; and lastly, 5.) discuss the need for an exempt formula, if there is one, with the caregiver and/or health care provider, which do require a prescription.

Click on each circle for additional information.

Slide 50



If you would like to continue learning about the different options after a denial, select another circle for more information. If you have finished reviewing all the options, click on the continue arrow at the top of the slide.

Slide 51



If the formula request was denied, suggesting a primary contract formula is the first option you can offer. These do not require a prescription.

Slide 52



If the formula request was denied and one of our contract alternate formulas are comparable to the desired non-contract infant formula, you may issue one of these with a prescription from the health care provider if the caregiver agrees. The infant would not have to do a trial of Similarac Advance or Good Start Soy first.

Slide 53



After a non-contract infant formula denial, use the common infant problems handouts to counsel on symptoms of colic, constipation and spit up, when appropriate. You may offer these handouts and discuss the option of switching from powder to the liquid concentrate form when it's appropriate. The stock number for the "Constipation" handout is 13-121. The stock number for the "Colic" handout is 13-120. The stock number for the "Spitting up" handout is 13-128. And, the stock number for the "Is this normal" handout is 13-06-14440.

Slide 54

Teach how to transition

Changing to a New Formula
Powder Concentrate

Stock #: 13-06-12616

Changing to a New Formula
Liquid Concentrate

Stock #: 13-06-12615

Back

Another option would be to help the caregivers transition from the desired non-contract infant formula to the contract formula they are switching to using the handouts in this slide. Use stock number 13-06-12616 for powder formula and stock number 13-06-12615 for liquid concentrate formula.

Slide 55

Discuss Exempt formulas, if appropriate

Ask these...

What are the symptoms?

Is the formula mixed properly?

Are they over-feeding?

Is there a medical condition?

Talk with...

Caregiver

Health-Care Provider

Suggest these...

Protein Hydrolysate

OR

Elemental or other Exempt formula

Back

If you suspect one of WIC's contract formulas is not a good match, explore the option of an exempt formula. Discuss the symptoms, mixing instructions, diet recalls, and any medical conditions the infant might have. Through this exploration, you may determine that an exempt formula is needed. This will require you to contact the health-care provider & the caregiver to discuss and suggest exempt formulas such as a protein hydrolysate or another exempt formula. Once a formula is decided upon, obtain a verbal or written prescription as well as the

caregiver's approval before issuing the exempt formula.

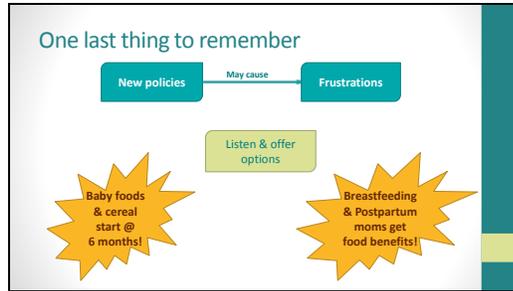
Slide 56

The image shows a screenshot of a 'Non-Contract Infant Formula Approval Checklist' form. The form is divided into three sections, each with a callout box:

- Section 1:** A callout box states, 'All 3 preconditions MUST be met for an infant to be eligible.' This section contains three preconditions: 1. The infant is under 12 months of age. 2. The infant is not currently receiving any other formula. 3. The infant is not currently receiving any other milk-based product.
- Section 2:** A callout box states, 'If no boxes can be checked, the request cannot be approved.' This section contains a list of qualifying conditions for approval, including: 1. The infant is currently receiving a non-contract formula. 2. The infant is currently receiving a non-contract milk-based product. 3. The infant is currently receiving a non-contract milk-based product.
- Section 3:** A callout box states, 'Use this section of the form to help you provide options when the formula is denied.' This section contains a list of options for denial, including: 1. The infant is currently receiving a non-contract formula. 2. The infant is currently receiving a non-contract milk-based product. 3. The infant is currently receiving a non-contract milk-based product.

So let's review the form one more time. The use of the non-contract infant formula checklist is recommended when faced with a non-contract infant formula request. The formulas are listed on the back of the form if you are not sure whether the form applies to the formula you are approving. To approve a non-contract infant formula, the 3 preconditions listed in section 1 must be met in conjunction with the qualifying conditions listed in section 2. Section 3 of the form gives you options to discuss when the participant does not meet the criteria.

Slide 57



With the new policies taking place October 1, there will most likely be an increase in denials leading to participant frustrations. If a participant refuses the substitute formula offered, it's important to listen and offer options. Remind caregivers that foods will be part of the benefits package starting at 6 months of age and that postpartum and breastfeeding moms are still provided with benefits.

Slide 58

Congratulations!

You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded.

Next

TEXAS Department of State Health Services

Texas WIC.org

WIC Smart Choices • Healthy Families

You have completed this part of the lesson. To continue, hit next. If you would like to stop here and return later, close the lesson window and your progress will be recorded. Next time you enter into the training, you will start where you left off.

Slide 59



Now that you have completed the information portion of this training, it is time to complete some case studies.

Slide 60

Case Study One

My daughter, Julie, needs her formula changed. She was getting blood in her diaper and throwing up with both formulas she's tried. On top of all that, the doctor said she got RSV, a respiratory condition! Her doctor gave me a prescription for Good Start Gentle.

Continue

Case study one is about a little infant named Julie. Julie's mother says to you "My daughter, Julie, needs her formula changed. She was getting blood in her diaper and throwing up with both formulas she's tried. On top of all that, the doctor said she got RSV, a respiratory condition. Her doctor gave me a prescription for Good Start Gentle."

Click the continue arrow to see what Julie's chart says.

Slide 61

Case Study One

After reading through Julie's chart, you note that her date of birth is 9/1/2016 & she was initially certified on 9/20/2016 where she was given Similac Advance. Julie has also tried Similac Sensitive with the same reactions. The doctor filled out the prescription form completely and wrote "RSV & milk-protein sensitivity" for the diagnosis.

Today is 10/3/2016.

Back

Continue

You take the prescription from Julie's mom and investigate the situation further. After reading through Julie's chart, you note that her date of birth is 9/1/2016 and she was initially certified for Texas WIC on 9/20/2016 when she was given Similac Advance. You find out Julie also tried Similac Sensitive which gave her the same reaction. The doctor filled out the prescription form completely and wrote "RSV and milk-protein sensitivity" for the diagnosis. Today is 10/3/2016.

Click the back arrow to review what Julie's mom said or click the continue arrow to continue on to the question.

Slide 62

Case Study One

After looking at all the facts, Julie is eligible to receive this formula because:

- Julie was born before October 1, 2016
- Julie failed the trial of contract formula and has severe intolerance symptoms
- Julie had a recent respiratory illness.
- All of the above.
- None of the above. Julie does not qualify for Good Start Gentle.

Back

After looking at all the facts, Julie is eligible to receive this formula because—Choose one of the following answer choices:

- Julie was born before October 1, 2016
- Julie failed the trial of contract formula and has severe intolerance symptoms
- Julie had a recent respiratory illness
- All of the above
- None of the above. Julie does not qualify for Good Start Gentle.

You may click the back button if you need to review what was in Julie's chart. Otherwise select an answer.

Slide 63

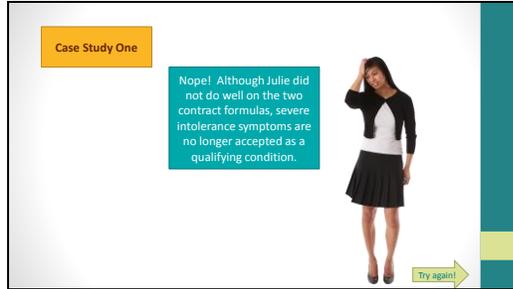
Case Study One

Not quite! Even though Julie was born before October 1, 2016, the new changes state that initial certification date needs to be looked at.

Try again!

Not quite! Even though Julie was born before October 1, 2016, the new changes state that initial certification date needs to be looked at.

Slide 64



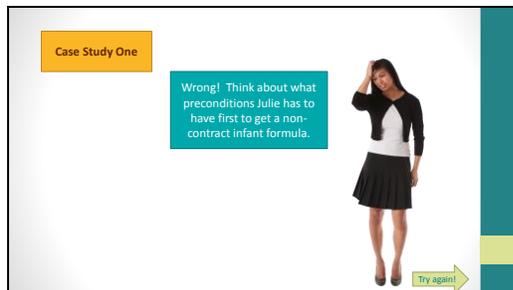
Nope! Although Julie did not do well on the two contract formulas, severe intolerance symptoms are no longer accepted as a qualifying condition.

Slide 65



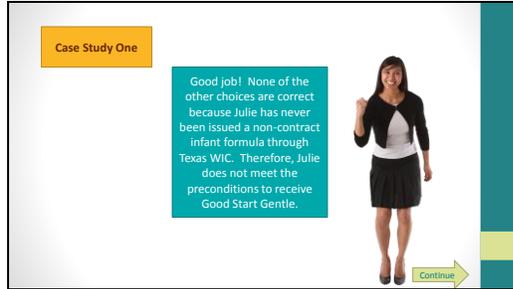
Sorry! Although RSV is a qualifying condition, it is not the only precondition that Julie needs to meet.

Slide 66



Wrong! Think about what preconditions Julie has to have first to get a non-contract infant formula.

Slide 67



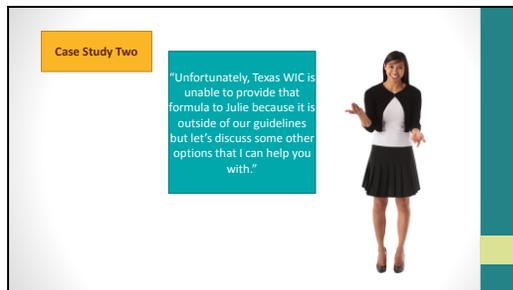
Good job!! None of the other choices are correct because Julie has never been issued a non-contract infant formula through Texas WIC. Therefore, Julie does not meet the preconditions to receive Good Start Gentle.

Slide 68



Let's move on to case study two which is a continuation of case study one.

Slide 69



Case study two is a continuation of case study one. You tell Julie's mother, "Unfortunately, Texas WIC is unable to provide that formula to Julie because it is outside of our guidelines, but, let's discuss some other options that I can help you with."

Slide 70

Case Study Two

Okay so you can't give my daughter, Julie, the Good Start Gentle. Will WIC be able to help at all?

A woman in a green shirt and blue jeans stands in the center of the slide.

You see Julie's mother is a little frustrated and says to you "Okay, so you can't give my daughter, Julie, the Good Start Gentle. Will WIC be able to help at all?"

Slide 71

Case Study Two

What will you do next to help Julie?

- Switch Julie to Similac Advance concentrate
- Counsel Julie's mom using the "Spitting Up" & "Constipation" handouts
- Call Julie's doctor, suggest a protein hydrolysate exempt formula and discuss the plans with Julie's mom
- Call Julie's doctor and suggest Julie switch to Similac Sensitive RTU

Click [here](#) to remember what Julie's mom said

Click [here](#) to remember what's in Julie's chart

A woman in a black and white dress stands in the center of the slide.

What will you do next to help Julie? Choose one of the following answer choices:

Switch Julie to Similac Advance concentrate

Counsel Julie's mom using the "Spitting Up" and "Constipation" handouts

Call Julie's doctor, suggest a protein hydrolysate exempt formula and discuss the plans with Julie's mom

Call Julie's doctor and suggest Julie switch to Similac Sensitive RTU

You may click on each scroll to review what Julie's mom said or what is in Julie's chart. Otherwise choose an answer.

Slide 72

Case Study Two

My daughter, Julie, needs her formula changed. She was getting blood in her stool and vomiting with both formulas she's tried. On top of all that, she got RSV, a respiratory condition! Her doctor gave me a prescription for Good Start Gentle.

Go back

Case study two is about a little infant named Julie. Julie's mother says to you "My daughter, Julie, needs her formula changed. She was getting blood in her stool and vomited with both formulas she's tried. On top of all that, she developed RSV, a respiratory condition. Her doctor gave me a prescription for Good Start Gentle."

Slide 73

Case Study Two

After reading through Julie's chart, you note that her date of birth is 9/1/2016 & she was initially certified on 9/20/2016 where she was given Similac Advance. Julie has also tried Similac Sensitive with the same reactions. The doctor filled out the prescription form completely and wrote "RSV & milk-protein sensitivity" for the diagnosis. Today is 10/3/2016.

Go back

You take the prescription from Julie's mom and investigate the situation further. After reading through Julie's chart, you note that her date of birth is 9/1/2016 and she was initially certified for Texas WIC on 9/20/2016 when she was given Similac Advance. You find out Julie also tried Similac Sensitive with the same reaction. The doctor filled out the prescription form completely and wrote "RSV and milk-protein sensitivity" for the diagnosis. Today is 10/3/2016.

Slide 74

Case Study Two

Nope! Similac Advance, regardless if it's powder or concentrate, should not be used for a milk-protein allergy.

Try again!

Nope! Similac Advance, regardless if it's powder or concentrate, should not be used for a milk-protein allergy.

Slide 75

Case Study Two

Not quite! Although counseling is a great way to resolve certain symptoms, Julie has more serious symptoms not addressed in the handouts.

Try again!

Not quite! Although counseling is a great way to resolve certain symptoms, Julie has more serious symptoms not addressed in the handouts.

Slide 76

Case Study Two

Good job!! Since Julie has a diagnosis of milk-protein allergy, the next type of formula Julie should try is a protein hydrolysate. You will have to talk to Julie's doctor for a prescription.

Continue

Good job!! Since Julie has a diagnosis of milk-protein allergy, the next type of formula Julie should try is a protein hydrolysate. You will have to talk to Julie's doctor for a prescription.

Slide 77

Case Study Two

Wrong! Switching to Similac Sensitive RTU wouldn't be appropriate for Julie's medical conditions.

Try again!

Wrong! Switching to Similac Sensitive RTU wouldn't be appropriate for Julie's medical conditions.

Slide 78



Good job on the case studies so far. Try this next one!

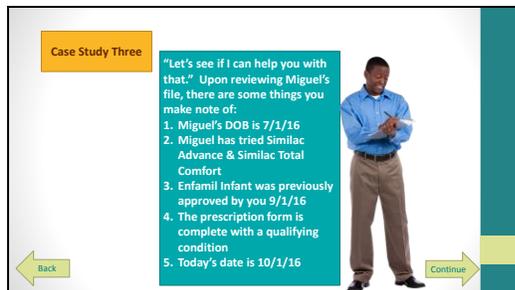
Slide 79



You're next WIC family in Case Study Three is a father and son pair. The father says, "Hi, I'm here with my son Miguel and a new prescription. This time the doctor wants him to have Enfamil Gentlease."

Click the continue button to find out what is in Miguel's chart.

Slide 80



"Let's see if I can help you with that." Upon reviewing Miguel's file, there are some things you make note of:
Miguel's date of birth is 7/1/2016
Miguel has tried Similac Advance and Similac Total Comfort
Enfamil Infant was previously approved by you 9/1/2016
The prescription form is complete with a qualifying condition
Today's date is 10/1/2016

You may click the back arrow to review what Miguel's dad said or click continue to see the question.

Slide 81

The screenshot shows a presentation slide with a white background and a teal sidebar on the right. In the top left corner, there is a yellow box with the text "Case Study Three". The main content area contains a teal box with the question: "Based on the new policies, would you consider approving the Enfamil Gentlease for Miguel and why?". Below the question is a list of four answer choices, each in a white box with a black border. To the right of the text is a photograph of a man in a blue shirt and khaki pants, standing with his hands clasped. At the bottom right of the slide, there is a yellow arrow pointing right with the word "Back" written above it.

Based on the new policies, would you consider approving the Enfamil Gentlease for Miguel and why? Choose one of the following answer choices:

- No because he was not issued Enfamil Gentlease on or before 9/30/2016
- Yes because he was initially certified on or before 9/30/2016
- Yes since he received a non-contract infant formula through Texas WIC on or before 9/30/2016
- Yes because he was initially certified and received a non-contract infant formula through Texas WIC on or before 9/30/2016

Click the back arrow to review the facts of Miguel's case.

Slide 82

Case Study Three

Wrong! The new policy states that *any* non-contract infant formula must be previously issued, not necessarily the same one that is on the current request.

Try Again

Wrong! The new policy states that ANY non-contract infant formula must be previously issued, not necessarily the same one that is on the current request.

Slide 83

Case Study Three

So close but not quite! Although this answer is true, it is not the best answer.

Try Again

So close but not quite! Although this answer is true, it is not the best answer.

Slide 84

Case Study Three

So close but not quite! Although this answer is true, it is not the best answer.

Try Again

So close but not quite! Although this answer is true, it is not the best answer.

Slide 85

Case Study Three

Good Job! You should consider providing Miguel with the Enfamil Gentlease since he has met all the minimum preconditions.

Continue

Good job! You should consider providing Miguel with the Enfamil Gentlease since he has met all the minimum preconditions.

Slide 86

Case Study Time!

Case Study Four

You are almost done. Let's move on to case study number four.

Slide 87

Case Study Four

I'm here to renew my son, Mohammad's prescription for Good Start Gentle.

Continue

Mohammad's mom says "I'm here to renew my son, Mohammad's prescription for Good Start Gentle"

Slide 88

Case Study Four

"Sure, I'll be able to help you with that. From Mohammad's chart, it looks like the clinic staff informed you Mohammad would need to do a retrial of a WIC contract formula. Did he do a retrial since the last time he was here?"

Back Continue

"Sure, I'll be able to help you with that. From Mohammad's chart, it looks like the clinic staff informed you Mohammad would need to do a retrial of a WIC contract formula. Did he do a retrial since the last time he was here?"

Click on the back arrow to see the previous slide. Click on the continue arrow to see what Mohammad's mom says.

Slide 89

Case Study Four

Oh right. I thought about it but he is doing well on the Good Start Gentle so I don't want to change his formula. I have a new prescription here for Good Start Gentle and that's what I want.

Back Continue

Mohammad's mom says, "Oh right. I thought about it but he is doing well on the Good Start Gentle so I don't want to change his formula. I have a new prescription here for Good Start Gentle and that's what I want."

Click on the back arrow to see the previous slide. Click on the continue arrow to see what is in Mohammad's chart.

Slide 90

Case Study Four

Upon reviewing Mohammad's chart, you take note of a few things:

1. Texas WIC approved Good Start Gentle before October 1, 2016
2. The prescription form is complete
3. No medical contraindication written anywhere
4. Today is October 30, 2016

Back Continue

Upon reviewing Mohammad's chart, you take note of a few things:

Texas WIC approved Good Start Gentle before October 1, 2016
The prescription form is complete
No medical contraindication is written anywhere
Today is October 30, 2016

Click the back arrow to see the previous slide. Click the continue arrow to see the question.

Slide 91

Case Study Four

After reviewing Mohammad's chart and all the facts of this case, what do you do?

- You approve the formula for the requested length of issuance because Mohammad qualifies to receive Good Start Gentle
- You call the health-care provider to obtain an approval for a contract retrial or a medical contraindication
- You deny the request because it is after October 1, 2016
- None of the above are correct

Back

After reviewing Mohammad's chart and all the facts of this case, what do you do? Choose one of the following answer choices:

You approve the formula for the requested length of issuance because Mohammad qualifies to receive Good Start Gentle

You call the health-care provider to obtain an approval for a contract retrial or a medical contraindication

You deny the request because it is after October 1, 2016

None of the above are correct

Click the back arrow to review previous slides. Otherwise, choose the answer you think fits best.

Slide 92

Case Study Four

Close but not quite!
Although Mohammad does qualify, there is something missing!

Back

Close but not quite! Although Mohammad does qualify, there is something missing!

Slide 93

Case Study Four

GOOD JOB! You got it right! Since a retrial is necessary after the end of a prescription, Mohammad will need to do a retrial or his health-care provider will need to provide a medical contraindication to waive the retrial.

Continue

Good job!! You got it right! Since a retrial is necessary after the end of a prescription, Mohammad will need to do a retrial or his health care provider will need to provide a medical contraindication to waive the retrial.

Slide 94

Case Study Four

Sorry, you're wrong. Even though it is after October 1, 2016, it does not mean that Mohammad won't qualify.

Back

Sorry, you're wrong. Even though it is after October 1, 2016, it does not mean that Mohammad won't qualify.

Slide 95

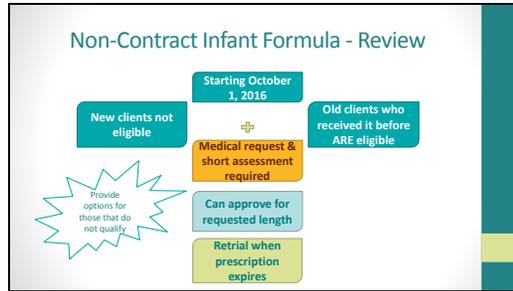
Case Study Four

Wrong! One of the other choices is the right one. Try again!

Back

Wrong! One of the other choices is the right one. Try again!

Slide 96



Now that you are done with all the case studies, we are going to quickly review the policy on non-contract infant formula. Starting October 1, 2016, only clients who received a non-contract infant formula from Texas WIC on or before September 30, 2016, are eligible to get this type of formula. A medical request and short assessment are required. However, only formula history is needed in these assessments. Formulas can be approved for the requested length of issuance. A retrial should occur at the time the prescription has expired. And, providers can still waive a retrial of a contract formula. For WIC participants that do not qualify, you can provide them with options found on the Non-Contract Infant Formula Approval Checklist form.

Slide 97

The slide is titled "Congratulations!" and informs the user that they have completed the "Non-Contract Infant Formula Approval" course. It prompts them to take a short survey to receive a certificate of completion. A "Link to Survey" is provided, and a large blue arrow points to a "Get my certificate" button. Logos for the Texas Department of Health Services and Texas WIC are displayed at the bottom.

You have completed Non-Contract Infant Formula Approval. Please click on the link to take a quick survey. The survey will open in another window, and once you have completed the survey, come back to this window and your certificate of completion will be ready.

Slide 98

