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## Ordering Medical Formulas from Providence (PHME)

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The Home Medical Equipment division of Providence Health and Services (PHME) is the Formula Warehouse (FW) for Oregon WIC; an authorized WIC vendor providing home delivery of medical formulas to Oregon WIC participants.

### When is it appropriate to order from PHME?

- The local pharmacy cannot or will not provide the full amount of formula being requested (e.g. the order results in a “broken case.”)
- Transportation to the local pharmacy is a hardship for the participant.
- Home delivery is the preferred method for the WIC participant.

### PHME Ordering Process

1. WIC CPA assigns the food package and enters medical documentation data into TWIST.
  - 1.1. Select the appropriate formula and food package for participant.
  - 1.2. Confirm current medical documentation is entered into TWIST.
  - 1.3. Document that the order will be sent to Providence in progress notes and WIC notes (PHME or FW are appropriate terms to use).
2. For separation of duties, the WIC Clerk or another staff person will print the vouchers.
3. CPA completes [Formula Warehouse order form](#).
  - 3.1. Use the current order form only, dated 10/14.
  - 3.2. Use the [Providence Formulary](#) to identify any details of flavor or fiber that need to be included on the order form.
  - 3.3. Type order information into the fill-able Providence order form. Do not handwrite.
  - 3.4. List only the current month’s vouchers on the order form.
4. The WIC Clerk or other staff will review the order form.
  - 4.1. Compare the order form with the vouchers to make sure they match.
  - 4.2. Request clarification from the CPA if the order form and vouchers do not match.
  - 4.3. Write on the vouchers if additional details are needed (e.g. fiber/no fiber, flavor).
5. WIC staff makes copies of the FW order form and vouchers.

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6. WIC staff has participant sign their vouchers
  - 6.1. WIC staff are not allowed to sign vouchers---No exceptions.
7. FW order form and vouchers are faxed to Providence.
  - 7.1. FAX: (503) 215-4424 Attn: Halsey Store Front/Referral Intake-PHME
8. WIC staff mails the signed original formula vouchers and order form to Providence.
  - 8.1. Only formula vouchers are to be sent to Providence (do not send vouchers for food such as milk, eggs, etc.).
  - 8.2. Send vouchers for the current month only. Providence is not responsible for holding vouchers for future months.
  - 8.3. If issuing multiple months of vouchers, file the future months' signed vouchers and order form.
9. WIC staff files the copies of the order form and vouchers.
10. WIC staff follows agency system for submitting future month's vouchers at the appropriate time.
  - 10.1. The filing system should ensure faxing and mailing the order form and vouchers after the 20<sup>th</sup> of this month for next month's benefits.
  - 10.2. Use a new order form for each month. Do not photocopy old forms.
  - 10.3. Make sure the correct voucher numbers for the month are listed on the form.

### **When a WIC participant notifies you that they received an incorrect formula:**

- Instruct the participant to return the formula to the Local Agency.
- Notify Providence by email: [WIC@Providence.org](mailto:WIC@Providence.org) with the problem and necessary changes and copy your assigned State Nutrition Consultant. Use participant ID numbers, not names.
- Enter the returned formula into TWIST using the formula exchange function and issue new vouchers.
- Enter ordering and shipping issues into TWIST as a vendor complaint.
- Send the replacement order form and vouchers to Providence.

### **Delivered Formula is Stolen**

- In the rare instance of the delivered formula being stolen from the participant's residence, a new order form will need to be completed. The order form will serve as the lost/stolen form for the replacement formula.

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- WIC staff will review the form with the caregiver and have the caregiver sign the bottom of the form. Refer to [policy 560](#) for additional guidance on replacing formula warehouse orders.
- The replacement formula order is to be sent to the local WIC clinic until a secure location can be identified by the family for future orders.
- Send a copy of the signed order form for the replacement formula to the State office, Attention: Compliance Officer.

~~If this is a replacement order for stolen formula, have the participant or guardian read and sign the following statement:~~

~~I am reporting that the original shipment of formula has been stolen. I understand that if the original shipment is found, I must return it to the WIC program. I have been informed that using the formula after I have received the replacement formula is considered misuse of WIC funds. I may be subject to penalties including disqualification from the program and/or repayment.~~

~~Signature of participant or guardian: \_\_\_\_\_ Date signed: \_\_\_\_\_~~

Figure 1: Signature for stolen formula on FW form

### Important considerations for WIC staff:

- Oregon WIC must pay for any incorrect formula orders sent to Providence AND not documented by email to Providence as an incorrect order before the last week of the month.
- Limit the number of WIC staff responsible for processing formula warehouse orders.
- WIC participants are not allowed to contact Providence about formula orders.
- Follow up with Providence immediately if a confirmation fax is not received for an order.

### Contact information

Providence contacts		
Carla Patterson, Customer Nutrition Supervisor	503-215-4123	<a href="mailto:Carla.patterson@providence.org">Carla.patterson@providence.org</a>
Providence email address for WIC orders		<a href="mailto:WIC@Providence.org">WIC@Providence.org</a>
State WIC Contacts		
Cheryl Alto Nutrition Consultant Formula Specialist	971-673-0057	<a href="mailto:cheryl.l.alto@state.or.us">cheryl.l.alto@state.or.us</a>

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Susan Greathouse Local Services Manager	971-673-0042	<a href="mailto:susan.p.greathouse@state.or.us">susan.p.greathouse@state.or.us</a>
Michelle Aarhus Vendor Training Coordinator	971-673-0052	<a href="mailto:michelle.a.aarhus@state.or.us">michelle.a.aarhus@state.or.us</a>
Gina Carter Contracts Specialist	971-673-0058	<a href="mailto:gina.j.carter@state.or.us">gina.j.carter@state.or.us</a>

### To fill orders at Providence, Providence staff will:

- Receive the fax from the Local Agency.
  - If an outdated, incomplete, or handwritten form is received, Providence will reject the order and fax the form back.
- Assure that the formula listed on the order form matches the faxed vouchers.
- Send a confirmation fax to the Local Agency to acknowledge order has been received.
- Enter order information into the Providence system.
- Contact the Local Agency by phone and email if there are any problems with formula inventory or order status on or before the 1<sup>st</sup> of the month.
- Process and send formula orders for the current month as soon as possible.
- Send out future month formula orders the last week of each month for estimated delivery the 1<sup>st</sup> of the each month.
- Actual vouchers are received in the mail and used to verify the order.
  - Notify the Local Agency to void and reissue vouchers without a signature or vouchers for food.
  - When an error is identified, wait until new vouchers are received before shredding the old formula vouchers.
- Contact the Local Agency for information and will not contact the participant directly.

### Important considerations for Providence staff:

- When an error has been made by Providence staff, Providence agrees to send the correct formula at no additional charge.
- Payment to Providence will be based on the formula listed on the vouchers, not the order form.
- Providence staff will copy the State WIC Office on emails to Local Agencies regarding ordering problems.