

Procedures for ordering Special Medical Formulas from Providence Home Medical Equipment (PHME)

At the local agency, the Competent Professional Authority (CPA) or WIC Nutritionist will:

1. Select appropriate formula and food package for participant.
2. Confirm current medical documentation is entered into TWIST.
3. Enter order information into progress notes and WIC notes (recommended, not required).
4. Type order information into the fill-able Providence form.
5. Note: List only the current month's vouchers on the order form. Use the most recent order form dated 7/09.

The WIC Clerk or other staff (required for separation of duties) will:

6. Double check accuracy of voucher and order form.
7. If the order form and voucher do not match, request clarification from WIC CPA.
8. Write on the voucher if additional details are needed (fiber/no fiber, flavor, etc).
9. Make copies of the voucher and order form
10. Have participant sign voucher.
11. Fax copy of voucher and order form to Providence. Fax Number: (503) 215-4424
12. Mail voucher for the current month to Providence:
Attn: Halsey Store Front
Providence Home Services
6410 NE Halsey St
Portland, OR 97213
13. If issuing multiple months of vouchers, file future months' vouchers and order forms. A system is needed to fax and mail order form and vouchers after the 20th of each month for the following month. A new order form is needed each month.
(Ex: send July orders after June 20th).

If WIC staff identifies an error in the order:

1. Notify Providence by email: WIC@providence.org with problems/changes and copy your assigned Nutrition Consultant. Use participant ID number, not names.
2. Enter ordering issues as a vendor complaint in TWIST.
3. If an incorrect formula is received by the WIC participant, instruct the participant to return the formula to the local agency.
4. Enter the returned formula into TWIST using the formula exchange function and issue new vouchers.
5. Proceed to step 6 above.

Important considerations:

- Oregon WIC is fiscally responsible for any incorrect formula orders sent to Providence staff AND not documented by email to Providence as an incorrect order before the last week of the month.
- Local agency (LA) is responsible for ensuring only formula vouchers are sent to Providence (no vouchers for food-eggs, milk, etc.) and for sending vouchers for the current month only.
- Providence is not responsible for holding vouchers for future months.
- A new order form is needed for each month.
- The local agency needs to limit the number of people contacting Providence.
- WIC participants are not authorized to contact Providence regarding WIC formula orders.
- Vouchers are NOT to be signed by LA staff. No exceptions.

Procedure when PHME receives the formula order from local WIC agency

Providence staff will:

1. Receive fax from WIC local agency.
2. Ensure that formula name & quantity listed on the order sheet matches the faxed vouchers.
3. Send a confirmation fax to the local agency if the order is correct, email local agency contact person if an error is identified.
4. Enter order information into Providence system.
5. Contact LA via phone and email if there are any problems/questions on formula inventory or order status on or before the 1st of each month.
6. Send out formula ASAP for orders for the current month.
7. Pull and send out formula the last week of each month for estimated date of arrival the first days of each month.
8. Deposit vouchers on or after the first day of the month stated on the voucher.
9. When an error on the order is identified and new vouchers are being sent by the local agency, wait to shred the original vouchers until replacement vouchers are received.
Example: Contact and ask the LA to void and re-issue vouchers when they receive unsigned vouchers or vouchers for food, such as cereal and juice vouchers.
10. Contact the LA to obtain information on the participant instead of contacting the participant directly.

Important considerations:

- Providence is fiscally responsible for any incorrect formula sent out by Providence staff.
- Providence agrees to send correct formula, at no additional charge, when an ordering error has been made by Providence staff.
- Payment will be based on formula listed on the voucher, not the order sheet.
- Providence will copy the State WIC office on any emails to local agencies regarding issues pertaining to ordering problems.

Contact information:

Oregon State WIC Staff		
Cheryl Alto (Nutrition consultant/formula specialist)	971-673-0057	Cheryl.l.alto@state.or.us
Susan Greathouse (Local Services Manager)	971-673-0042	Susan.p.greathouse@state.or.us
Michelle Aarhus (Vendor Trainer)	971-673-0052	Michelle.a.aarhus@state.or.us
Gina Carter (Contracts)	971-673-0058	Gina.j.carter@state.or.us
Providence HME staff		
Cami Heade (Point of Service and WIC Program Supervisor)	(503) 215-7352 or (503) 572-2756	Cami.heade@providence.org
Mindy Moffitt (Customer Care Representative and WIC Program Specialist)	(503) 215-4856	Mindy.moffitt@providence.org
Carla Patterson (Referral Intake/WIC Order Entry Supervisor)	(503) 215-4123 or (503) 572-9841	Carla.patterson@providence.org