
Ordering Medical Formulas from Providence (PHME)

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” or they are unable to order it).
- Transportation to the local pharmacy is a hardship for the participant.
- Home delivery is the preferred method for the WIC participant.

PHME Ordering Process

- WIC CPA assigns the food package and enters medical documentation data into TWIST.
 - Select the appropriate formula and food package for participant.
 - Confirm current medical documentation is entered into TWIST.
- CPA completes Formula Warehouse Order Form on the Family Summary Screen in TWIST.
 - ✓ Choose or enter the address to which the participant would like the formula shipped to. **Note: It cannot be a P.O. Box.**
 - ✓ Use the [Providence Formulary](#) to identify any details of flavor or fiber that need to be included on the order form.
- Use the Notes field on the Formula Warehouse order screen for specific delivery instructions, for example:
 - ✓ Requesting priority processing in a month that will have delayed shipment due to holidays or weekends.
 - ✓ Notifying the shipping company that it is okay to leave the formula on the doorstep, or with the apartment management office if the residence is an apartment.

When a WIC participant notifies you that they received an incorrect formula, or they require a change in the formula delivered:

- Instruct the participant to return the formula to the Local Agency.
- Complete the Formula Exchange function on the Food Package Assignment screen in TWIST.
- Issue benefits and complete the new Formula Warehouse order on the Family Summary Screen.

Ordering Medical Formulas from Providence (PHME)

- If PHME delivered the incorrect formula, enter those details into TWIST as a vendor complaint.

Delivered Formula is Stolen:

- In the rare instance of the delivered formula being stolen from the participant's residence, a new formula warehouse order will need to be completed.
- WIC staff will complete the Replacement of Unavailable/Stolen Formula form, review the form with the caregiver and have the caregiver sign the bottom of the form. Refer to [Policy 561](#) for additional guidance on replacing formula.
- The replacement formula order is to be sent to the local WIC clinic unless a secure location can be identified by the family for future orders.
- Within 3 days, send a copy of the signed replacement formula form to the State office, Attention: WIC Compliance Coordinator. More than one replacement in a certification period requires State office approval.

I am reporting the above formula has been stolen or cannot be safely retrieved. I understand that if the original formula is found that I must return the replacement formula to the WIC Program. If I don't follow the rules, I may be disqualified and have to pay money back to WIC for formula I should not have received.

Signature of Participant or Guardian: _____

Date Signed: _____

Delivered Formula is Damaged:

- Contact the State WIC formula lead or assigned NC.
- The State will contact Providence and have them send replacement containers.
- Instruct the participant to return the damaged formula containers to the Local Agency or send a picture.

Important considerations for WIC staff:

- Oregon WIC must pay for any incorrect formula orders sent to Providence.
- Limit the number of WIC staff responsible for processing formula warehouse orders.

Ordering Medical Formulas from Providence (PHME)

- Providence will contact the State office about any failed formula orders. Reasons an order will fail are: benefits have not been issued or the benefit balance does not match the FW order.
- WIC participants are not allowed to contact Providence about formula orders.
- If a participant contacts your clinic with a FW problem that you are unable handle, contact the State WIC office for assistance.

Contact information

Providence contacts		
Andrea Cranford, Customer Nutrition Supervisor	503-215-7466	Andrea.Cranford@providence.org
Providence email address for WIC orders		WIC@Providence.org
State WIC Contacts		
Beth Lanham Nutrition Consultant Formula Specialist	971-217-4863	elizabeth.l.lanham@state.or.us
Local Services Manager		vacant
Michelle Aarhus Vendor Training Coordinator	971-291-4616	michelle.a.aarhus@state.or.us
Gina Carter Contracts Specialist	971-212-3874	gina.j.carter@state.or.us
Lisa Miles, Local Agency Program Support Specialist	503-866-5104	lisa.r.miles@.state.or.us

Processing of Formula Warehouse orders:

- At the end of the day, TWIST will send all orders to a FTP site accessible by Providence.
- Within two days, Providence will process orders for the current month.
- For future months, Providence will begin processing on the first of the month, or the first working day after the 1st if the 1st is a weekend or holiday.
- All WIC orders will be completed and shipped within two days after processing begins.
- The Providence shipping companies do not deliver on weekends or holidays.