

Job Aid

How to order from the Formula Warehouse

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

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When is it appropriate to order from PHME?

You can order formula from PHME when:

- 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.

How to order formula from PHME

- Assign the food package and enter medical documentation data into TWIST.
 - Select the appropriate formula and food package for participant.
 - Confirm current medical documentation is entered into TWIST.
- Complete the 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. **Note: It cannot be a P.O. Box.**
 - This address must be an Oregon address.
 - 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:
 - Notify 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.

How to order formula at the end of the month

To assign new or change existing formula orders at the end of the month, you must coordinate with the State WIC office and PHME.

- Email Lisa Miles, Beth Lanham, and your agency's assigned Nutrition Consultant requesting an expedited order for the current month.
- You must get approval from your agency's assigned Nutrition Consultant and Beth Lanham to directly contact PHME staff regarding formula ordering issues.
- If a participant wishes to pick up the formula at the PHME storefront, please call their Customer Care Line ([See page 6](#)) to be sure that the product is available, and they can process the transaction.

How to remove a Formula Warehouse order

To remove a formula warehouse order, delete the formula from assignment on the Food Package Assignment screen in TWIST.

What to do when a participant needs to change delivered formula

- 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.

What to do when a participant notifies you that they received an incorrect formula

- Notify Beth Lanham or your agency's assigned Nutrition Consultant. The State will contact Providence and have them ship the correct formula.
- Ask the participant to return the formula to your local agency.

What to do when 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.

Follow these steps to replace stolen delivered formula:

- 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 will be sent to your local agency 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, WIC.Compliance@odhsoha.oregon.gov
 - Use "Attention: WIC Compliance Coordinator" in the Subject line of your email

Note: Replacing formula more than once in a certification period requires State office approval.

What to do when delivered formula is damaged

- Contact Beth Lanham, 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.

How Formula Warehouse orders are processed and shipped

- At the end of the day, TWIST will send all orders to a third-party website 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.

Important considerations for WIC staff

- Occasionally formula warehouse orders will fail. This may happen if benefits have not been issued or the benefit balance does not match the FW order.
- State WIC staff will contact the local agency when a FW order has failed.
- 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 your assigned Nutrition Consultant for assistance.

Contact information

Providence contacts		
Customer Care Line		503-215-4663
Providence email for WIC orders		WIC@Providence.org
State WIC contacts		
Beth Lanham Nutrition Consultant and Formula Specialist	971-217-4863	Elizabeth.L.Lanham@oha.oregon.gov
Mary Kay DiLoreto Local Services Manager	971-707-2324	Mary.C.DiLoreto@oha.oregon.gov
Michelle Aarhus Vendor Training Coordinator	971-291-4616	Michelle.A.Aarhus@oha.oregon.gov
Gina Carter Contracts Specialist	971-212-3874	Gina.J.Carter@oha.oregon.gov
Lisa Miles Local Agency Program Support Specialist	503-866-5104	Lisa.R.Miles@oha.oregon.gov
WIC Compliance Coordinator		WIC.Compliance@odhsoha@oregon.gov