



WIC Toolkit for Partnering with Oregon Health Plan Providers Medical Formula Focus

This toolkit is designed to provide resources, information, and best practices to support local WIC programs in partnering with Oregon Health Plan/Medicaid providers around non-contract medical formulas for shared participants when feasible.

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Oregon Administrative Rule

Oregon Health Authority updated the Oregon Administrative Rule (OAR) on [Home Enteral/Parenteral Nutrition and IV Services \(410-148-0100\(6\)\)](#).

This updated rule states that Oregon Health Plan (OHP) shall be primary payer, before the Women, Infants and Children (WIC) program, for all formula covered by OHP to treat those infants and children who are enrolled in both OHP and participating in the WIC program. This includes medical formula and nutritional supplements administered orally and/or via tube feeding.

The [Oregon Health Authority released a memo](#) about this rule change. This is a helpful resource to have available when communicating with Coordinated Care Organizations (CCOs) or OHP providers around medical formulas. Oregon WIC is working with the Medicaid Division at Oregon Health Authority and other state partners to support this transition as OHP providers move toward being the primary payer of medical formulas and nutritional supplements. It is expected that full adoption of this rule change will take time.

Resources for Local WIC Agencies

Here are a few resources for local WIC agencies:

- [Medicaid FAQs for Local WIC Agencies](#)
- [OWCA PowerPoint Presentation](#) on Medicaid Coverage of Medical Formulas – April 2024

Talking points and guidelines for different audiences are reshared below to summarize expectations around providing medical formulas. Families are to remain at the center of the services we provide and not feel the impact of these transitions. Until changes are implemented and communicated by Medicaid, it is important that local WIC agencies continue to operate and follow state policies, and that includes WIC can provide the full provision allowed by federal guidelines with medical documentation that supports the issuance of the medical formula or nutritional.

WIC Coordinators & Dietitians	<ul style="list-style-type: none"> • WIC will continue to provide the four, standard WIC contract bid infant formulas. • WIC will continue to provide medical formulas using a completed Medical Documentation Form (MDF). Approve the MDF according to policy (Medical Documentation Policy 765). We want to ensure participants walk out the door with the formula they need. • WIC is encouraged to send a cover letter when sending a MDF. See Appendix A for a potential template created by Jackson County WIC. • WIC will continue to provide formula (bid and medical) for as long as needed, even if OHP is not providing it initially. • WIC is not expected to know about OHP medical formulas and is not responsible for getting providers to issue medical formula for shared participants. • WIC will continue to use the formula warehouse as a means of providing medical formulas to WIC families while Medicaid issuance is being established. • Reach out to your assigned nutrition consultant with any questions or for assistance with care coordination, when necessary.
WIC certifiers	<ul style="list-style-type: none"> • Document information about participants who are receiving formula outside of WIC in progress notes. Document: <ul style="list-style-type: none"> ○ the type of formula, ○ where is it coming from or who is providing it, and ○ how much is being received, when possible. • WIC staff are not expected to determine if OHP covers the needed formula.
WIC & OHP families when medical formula is needed	<ul style="list-style-type: none"> • Encourage families with complex medical conditions to talk with their OHP provider or CCO care coordinator about the best course of action for getting longer-term nutrition support. • Formula that is medically necessary and medically appropriate is a covered benefit under OHP. • Coordinated Care Organizations (insurance) cannot deny provision of formula without a written reason.

Resources for Oregon Health Plan Providers

Listed are links to forms and resources for OHP providers or CCOs:

- [WIC Medical Documentation Form](#) –WIC agencies are required to have a Medical Documentation Form (MDF) completed by a healthcare provider for issuance of medical formulas, nutritionals, and supplemental foods. Completing this form can help facilitate the coordination of care for participants with qualifying medical conditions.
- [FAQ for Healthcare Providers and Staff](#) – This Frequently Asked Questions (FAQ) document includes WIC benefits and details about WIC formula. This is a good resource for local WIC agencies needing talking points while communicating with OHP providers.
- [WIC Overview Presentation for Healthcare Providers and Staff](#) – This presentation summarizes WIC program benefits and reach, formula basics and ways to partner with WIC.
- [Provider Matters Newsletter](#) – This newsletter reaches OHP providers. The article is titled “Ensuring OHP coverage of covered medical formula for WIC families”.
- [Oregon WIC Formulary](#) – This excel file can be downloaded from the *WIC Resources for Medical Providers* webpage under WIC medical documentation. It lists formulas that are available through WIC and includes the formula name, description, examples of qualifying conditions and the manufacturer.

Helpful Oregon Health Authority (OHA) Resources

Partnering with CCO Care Coordinators, Innovator Agents or Ombuds is a best practice if there is capacity. Ultimately, it is Medicaid’s responsibility to build a process to eventually support shared participants with OHP-supplied medical formula. Listed here are resources and Oregon Health Authority programs to help WIC coordinators and dietitians assist families in accessing their full OHP benefits.

CCO Care Coordinators

- When a participant has complex medical needs, it may be in WIC’s best interest to connect the participant with a CCO care coordinator to ensure they have long-term nutritional support.
- Coordinated Care Organization (CCO) Care Coordinators can offer support for medically complex patients and can identify resources and referrals families may be eligible for. These contacts are a valuable resource for WIC and can help remove barriers for shared families.
- A care coordinator contact list can be accessed via Basecamp (WIC Nutritionists, Docs & Files folder) or through your WIC Nutrition Consultant.

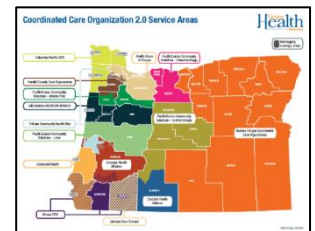
Ombuds Program

- When a family shares that a formula has been denied by their OHP insurance, refer the case to the Ombuds Team. Ombuds Program staff will advocate on behalf of the participant.
- WIC staff or WIC participants can initiate contact with the Ombuds Team. If WIC staff reach out on behalf of the participant, please ask for the participant's permission. WIC staff are encouraged to cc the Innovator Agent for their region when emailing the Ombuds Team. These two teams are working together to support this transition.
- Contact the Ombuds Team by leaving a message at 1-877-642-0450 or through email at OHA.OmbudsOffice@odhsoha.oregon.gov.



Innovator Agents

- You have the option to contact your Innovator Agent if there are questions about approvals/denials of CCO medical formulas, care coordination needs, or about the CCO prior authorization process. Please cc the Ombuds Team when reaching out the appropriate Innovator Agent.
- Innovator Agents work directly with the 16 CCOs in Oregon. They listen to the needs of their local communities and work to find solutions.
- Please click [here](#) to identify the Innovator Agent for your county.



When communicating with Ombuds or Innovator Agents, it is helpful to have the following information:

- Full name of the WIC participant (spelled correctly as in MMIS)
- Birthday or OHP ID number (8 digits)
- Brief history of the family and the need
- Bonus information: WIC participant's CCO (can determine through MMIS or reaching out to an innovator agent), CCO denial letter and/or the name of the durable medical equipment (DME) supplier.

Helpful Oregon WIC website links related to OHP partnership and formula:

- [WIC Coordinators Resources](#) – Outreach & Partnership section
- [WIC Resources for Medical Providers](#)
- [WIC clinic forms page](#) around medical documentation and formula warehouse

Appendix A

Jackson County Letter Template option for use as a cover sheet with MDF.

Agency/WIC logo

Contact
Information

Dear Healthcare Provider,

We received your request that {NAME} receives {NAME OF FORMULA} from the WIC Program. Although this has been approved, WIC is a supplemental nutrition program, and we may not be able to provide the full amount {NAME} may require for their medical condition.

Because {NAME OF FORMULA} is considered a medical formula, we encourage you to work with {CCO} to cover {NAME OF FORMULA}.

The Oregon Health Authority updated the Oregon Administrative Rule (OAR) on Home Enteral/Parenteral Nutrition and IV Services (410-148-0100(6)). This updated rule states that Oregon Health Plan (OHP) shall be primary payer, before the Women, Infants and Children (WIC) program, for all formula covered by OHP to treat those infants and children who are enrolled in both OHP and participating in the WIC program. This includes medical formula and nutritional supplements administered orally and/or via tube feeding.

For more information, please follow the prior authorization process of the Coordinated Care Organizations providing health care coverage to {NAME OF AGENCY/COUNTY} WIC Participants. We have included their customer service numbers below:

{CCO}: {Phone number}

We appreciate your partnership and support to provide the best nutrition possible to {NAME OF AGENCY/COUNTY} WIC Participants.

In health,