



## Memorandum

---

#18-062

**TO:** WIC Local Agency Directors

**FROM:** Amanda Hovis, Director  
Nutrition Education / Clinic Services Unit  
Texas WIC Program

**DATE:** November 20, 2018

**SUBJECT:** Formula Approval Process Changes, Reminders and  
Resource Updates

---

### Formula Approval Process Changes

**Effective January 2, 2019, the state formula pager number (512) 499-6814 will be disconnected.** To contact state agency staff:

1. Use the formula team inbox ([FormulaTeam@hhsc.state.tx.us](mailto:FormulaTeam@hhsc.state.tx.us)) for questions regarding drop shipment, formula approval, issuance or policy, and cc [Sandra.brown2@hhsc.state.tx.us](mailto:Sandra.brown2@hhsc.state.tx.us)
2. The formula team inbox is and will continue to be monitored regularly by state staff during traditional pager service hours. Local agency staff can expect a response within 20 minutes in most cases.
3. Direct calls can be used when preferred however, there may be a delayed response if all team members are attending a meeting or if there are multiple requests for assistance at the same time. Direct line phone numbers:
  - a. Gabrielle Serna (512) 341-4595
  - b. Sandra Brown (512) 341-4576

### Formula Approval Reminders

1. State agency approval requests

- a. Ensure all needed information regarding the request is uploaded or entered in the notes section, or growth chart.
  - b. Provide a local phone number for state agency (SA) use. Auto generated formula approval request emails often list a call center number.
  - c. Read and follow SA comments found on the medical prescription request notes page or the medical prescription line item notes. SA comments often provide instructions for how much formula to issue or when to schedule participants for re-assessment.
2. Documentation in the notes section of the medical prescription request page shall include:
- a. Uploaded prescription documents
  - b. Formula history for all non-contract formula requests (exception: metabolic formulas)
  - c. Diet recall, when needed for growth concerns
  - d. Relevant medical history, when related to the requested formula need

### **Updated Formula Approval Resources**

The October 2018 versions of the following formula approval documents are now posted [here](#).

- Texas WIC Formulary
- Formula Code List
- Nutrition Assessment Requirements Guide
- Texas WIC Maximum Quantity Table for Infants
- Texas WIC Maximum Quantity Table for Women and Children

### Summary of Changes

- 1) Formula name updates: Enfamil Neuropro Enfacare and Puramino Jr
- 2) Texas WIC Formulary wording change to staff instructions section for Enfacare and Neosure in all forms.
  - Due to system constraints, infants unable to eat solids at 6 months need to return to the clinic **at or after** 6 months of age instead of before.
- 3) Prematurity has been defined as <37 weeks' gestation. Requests for formulas outside this definition should be referred to the local RD or state office consideration.

If you have questions or require additional information, please email the Formula Team inbox at: [FormulaTeam@hhsc.state.tx.us](mailto:FormulaTeam@hhsc.state.tx.us); and [Gabrielle.serna@hhsc.state.tx.us](mailto:Gabrielle.serna@hhsc.state.tx.us) or [Sandra.brown2@hhsc.state.tx.us](mailto:Sandra.brown2@hhsc.state.tx.us), or call Gabrielle Serna at (512) 341-4595 or Sandra Brown at (512) 341-4576.