II. Nutrition
3. Food Package

2.3.080 Return and Replacement of Standard Formula, Exempt Formula or WIC Eligible Nutritionals

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POLICY: Formula, which will not be used by the participant because of a formula change made by the physician, shall be returned to the local agency (LA). The LA shall not accept any formula not found on the Food and Formula Reference Guide (FFRG) Formula Listing. For the remainder of the month, the newly prescribed formula shall be issued using the procedures below.

PROCEDURES:

A. The LA shall instruct the parent or guardian to return to the clinic all infant formula, exempt formulas and medical foods that will not be used by the participant.

B. The LA shall accept the return of all non-expired, unused standard formula, exempt formulas and WIC eligible nutritionals issued by Missouri WIC. Do not accept dented or bulging cans.

1. Store formula per manufacturer recommendation for storing and out of sight of the participants.
2. Returned formula should be used before it reaches the expiration date.
3. Returned formula may be issued to other WIC participants requiring the formula.
4. For formula accountability and to obtain monthly caseload count when issuing formula from supply in the clinic; issue the formula as Direct Ship in MOWINS.
5. Stored cans of formula should be checked for dents, bulges and the expiration date.
6. Any cans that are outdated, bulging or rusting should be discarded in such a way that no one can retrieve the cans for use.
7. Stored formula should be rotated so that cans with older expiration dates are issued first.
8. WIC purchased formula shall not be given to any non-WIC agency, program or individual.

C. Replacement formula may be provided to the participant as follows:

1. Document in the participant's file the return of the original formula and the reason for the issuance of a different formula.

2. The amount of replacement formula shall be prorated. See ER# 2.08500 for proration amounts.

   a. The replacement amount shall not exceed the number of cans returned or the maximum monthly allowance.

   b. Checks shall not be issued for a period that has already expired.

3. LA staff shall check for availability of extra formula in their clinic before issuing new food instruments.

   a. If an agency has extra cans of WIC purchased formula on hand that they cannot use, the agency shall notify the state agency (SA), for the formula/medical food to be placed on the Extra Formula Database.

4. Issue supplemental food instruments in MOWINS using the add/replace feature, but only for the different (newly prescribed) formula.

   a. When issuing exempt formula and medical foods, refer to ER# 2.07000.

5. The CPA shall counsel the participant on the newly prescribed formula.

D. Formula Samples

1. Samples of special formulas or non-contract brand formulas accepted by the local health department cannot be provided through the WIC program.