



**WIC Partnering with Oregon Health Plan Providers
with a Formula Focus
Toolkit 2024**

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

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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 August.

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. Please see the link to the final posted rule for more detail: [Home Enteral/Parenteral Nutrition and IV Services](#) . See the Reimbursement section 410-148-0100(6) for this statement.

The [Oregon Health Authority released a memo](#) about this rule change on March 14, 2024. This is a helpful resource to have available when communicating with Coordinated Care Organizations (CCOs) or OHP providers to clarify OHP as the primary payer of medical formulas for those enrolled in both programs.

Resources for Local WIC Agencies

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.

Here are a few resources for local WIC agencies in partnering with OHP providers around this change:

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

Talking points and guidelines are reshared for different audiences to summarize expectations around providing medical formulas.

<p>WIC Coordinators & Dietitians</p>	<ul style="list-style-type: none"> • WIC will continue to provide the standard contract bid infant formulas. • WIC will continue to provide medical formulas using a completed Medical Documentation Form (MDF) or a verbal order from a licensed healthcare provider to issue. Approve the MDF according to policy (Medical Documentation Policy 765). We want to ensure our shared OHP participants walk out the door with the formula they need. • If a MDF cover sheet is sent to a health care provider, consider adding information about the updated Oregon Administrative Rule. • WIC will continue to use the formula warehouse as a means of providing medical formulas to WIC families, while Medicaid issuance is worked out. • Recommend supporting participants and connecting them to either care coordinators or healthcare providers for long term medical formula support. • Recommend emailing Ombuds and Innovator Agent when a participant states they have been denied coverage. Request their permission to share their experience. See page 5 for more details. • Reach out to your assigned nutrition consultant with any questions or for assistance with care coordination, when necessary.
<p>WIC certifiers</p>	<ul style="list-style-type: none"> • Document information about participants who are receiving formula outside of WIC in progress notes. Document: 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.
<p>WIC & OHP families when medical formula is needed</p>	<ul style="list-style-type: none"> • Communicate that this change is happening, and that WIC will be able to give families the formula needed to get started. • Encourage families talk with their OHP provider about the best course of action for getting a longer-term formula supply. • Formula that is medically necessary and medically appropriate is a covered benefit under OHP. • CCOs (insurance) cannot deny provision of formula without a written reason.

Resources for Oregon Health Plan Providers

Listed are links to forms and resources local agencies can share with their county 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 Health Care Providers and Staff](#) – This Frequently Asked Questions (FAQ) document has been updated and includes general information about WIC and details about WIC formula. This is a good resource for local WIC agencies needing talking points while communicating with OHP providers.
- [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

Listed below are resources and OHA programs to help WIC Coordinators and dietitians assist families in obtaining medical formula or accessing their OHP benefits.

CCO Care Coordinators

- 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 coordinators and dietitians and can help remove barriers for OHP and WIC clients. Ideally, the WIC coordinator or RDN could contact the CCO care coordinator when a formula from MDF is issued.
- A care coordinator contact list can be accessed via Basecamp (WIC Nutritionists, Docs & Files folder) or through your WIC Nutrition Consultant.

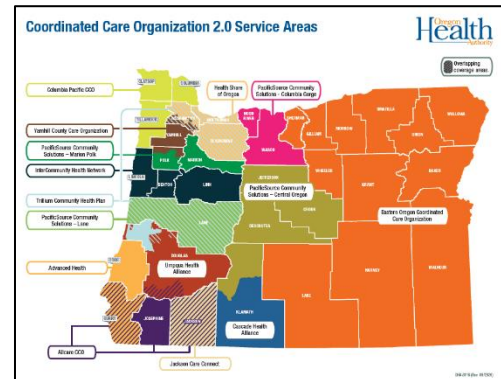
Ombuds Program

- 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 through email at OHA.OmbudsOffice@odhsoha.oregon.gov or leave a message at 1-9877-642-0450.



Innovator Agents

- Innovator Agents work directly with the 16 CCOs in Oregon. They listen to the needs of their local communities and work to find solutions.
- WIC coordinators or dietitians can contact Innovator Agents directly if there are questions about approvals/denials of CCO medical formulas, care coordination needs, or about the CCO prior authorization process.
- Please see the link above or 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: participant's CCO, 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