



# Medical Formula for WIC Participants

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## *WHAT THE WIC-APPROVED VENDOR MUST DO*

This document outlines required responsibilities for WIC-approved pharmacies participating in the Mississippi WIC Program. This guidance supports vendor compliance, training, and monitoring.

### **PHARMACY RESPONSIBILITIES**

#### **1. Accept Authorized Orders**

- Receive medical formula orders issued by MS WIC clinics.
- Verify the formula is MS WIC-approved and matches issued benefits.

#### **2. Timely Ordering of Formula (48-Hour Expectation)**

- Place formula orders within 48 hours of receipt (excluding weekends/state holidays).
- Delays beyond this timeframe may result in compliance review.

#### **3. Receive, Store, and Label**

- Confirm accuracy upon receipt.
- Label as "WIC Pharmacy Order – Not for Retail Sale."
- Do not place pharmacy-ordered formulas on retail shelves.

#### **4. Dispense Correctly**

- Release only to the authorized participant/caregiver.
- Follow standard identity verification procedures.

#### **5. eWIC Card Requirement**

- All pharmacy-dispensed formula must be redeemed using the eWIC card.
- No cash, credit, debit, or manual overrides permitted.

#### **6. Participant Communication**

- Notify participants when formula is ordered and ready for pickup.
- Refer participants to their local WIC clinic if issues arise.

#### **7. Records & Compliance**

- Maintain required documentation.
- Cooperate with MS WIC monitoring and reviews.



## Medical Formula – Vendor Frequently Asked Questions (FAQ)

### What is considered a WIC medical formula?

Medical formulas are specialty products prescribed by a healthcare provider for participants with specific medical or nutritional needs. These products require **approval by the WIC clinic** and are issued to a participant as part of their **eWIC benefits**.

### How can a participant redeem medical formula at my store?

Redemption depends on how the benefits were issued and where the formula is intended to be fulfilled.

### Can medical formulas be redeemed through a pharmacy?

**Yes.** Some medical formulas are issued specifically for **pharmacy redemption**. These products may be ordered by the pharmacy after eligibility is confirmed through the participant's eWIC card.

### Do vendors have to order specialty medical formula?

**Yes.** When a participant is issued medical formula benefits intended for **pharmacy fulfillment** and the participant **visits the pharmacy in person to redeem those benefits**, the pharmacy must order the approved formula if it is not currently in stock.

### What is the correct process to order medical formula and notify the participant?

1. Participant presents in person.
2. Swipe eWIC card first to confirm eligibility.
3. Verify exact formula, size, and UPC.
4. Place order if not in stock.
5. Provide pickup timeframe.
6. Notify participant when product arrives.

### What should I do if a participant says they were told the formula would be at my store, but it isn't?

Vendors must check inventory and distributor availability before referring a participant to their local WIC clinic or the WIC Helpdesk. Referrals are appropriate only if the formula is out of stock, backordered, or discontinued. **Vendors should not attempt to change benefits, select alternate formulas, or make medical decisions.**

### What if the participant's eWIC card declines the medical formula?

An eWIC decline may occur if:

- The benefit has not been issued or is not yet active,



- The formula is assigned to a different fulfillment method,
- The UPC or size does not match the approved product.

Refer the participant to their **local WIC clinic or the Mississippi WIC Helpdesk** for benefit review.

### Can medical formulas be substituted or exchanged?

No. Medical formulas **cannot be substituted or exchanged**. Only the **exact product, size, and formulation approved by WIC** may be redeemed.

### Can vendors break cases or sell partial quantities?

No. Medical formula must be sold **in the manufacturer's original packaging**. Breaking cases or altering packaging is not permitted.

### What if multiple vendor locations do not have the approved formula?

If a participant has attempted redemption at more than one location and the formula remains unavailable, the participant should contact their **local WIC clinic** to report the issue and discuss next steps.

### What is the vendor's responsibility regarding medical formula availability?

Vendors are responsible for:

- Checking inventory and distributor availability,
- Ordering approved medical formulas when required,
- Following WIC pricing, labeling, and checkout rules,
- Treating participants respectfully and providing accurate information.

Vendors are **not responsible** for medical approvals, benefit issuance, or changing participant benefits.

### Where can vendors get help or clarification?

Vendor policy questions should be directed to the MS WIC Vendor Management Unit [www.freshnewwic.com](http://www.freshnewwic.com) or [vmu@msdh.ms.gov](mailto:vmu@msdh.ms.gov).

Participant benefit questions should be referred to the local WIC clinic or Helpdesk ([ewic@msdh.ms.gov](mailto:ewic@msdh.ms.gov)).