



Memorandum

#13-051

TO: WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: May 22, 2013

SUBJECT: Isomil Issuance Concerns

When the new clinic formula table was downloaded on April 30th, an error occurred that affected the issuance of three Similac Soy Isomil Formula Codes 389, 390, and 391. These formulas were mapped previously to Good Start Soy Formula Codes 416, 522, and 523 for the formula contract change that occurred in October 2012. When the new formula table was downloaded, the mapping was removed and some clients were issued Similac Soy Isomil in error. A new table has been downloaded that reversed this problem with a successful end-of-day connection with the State.

To correct this problem for participants issued this month, please do the following:

- 1) Run a foxfire report with the following criteria:
 - a. Issuance of formula codes 389, 390 and 391 to infants during the time period May 1, 2013 – May 10, 2013 and
 - b. No expiration date
- 2) Review the resulting issuance records to determine if Similac Soy Isomil was issued in error.
- 3) Contact the participants and inform them that they will need to return to the clinic to exchange current and future months' formula back to Good Start Soy.
- 4) Be sure to explain that proration will occur if the change needs to be done for the current month.
- 5) It will not be possible to compensate clients for cans that are lost due to proration.
- 6) It is anticipated that the total number of affected participants statewide will be small. Some clinics/agencies may not have any.

Contact the help desk at 512-341-4400, extension 5050 for assistance designing and running foxfire reports. Contact the formula pager at 512-499-6814 if clinic staff are unable to complete a formula exchange for the affected participants.

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If you have any questions, please contact Sandra Brown, Food/Formula Specialist, Nutrition Education/Clinic Services Unit, at 512-341-4576, sandra.brown@dshs.state.tx.us, or Cathy Plyler, Clinical Nutrition Specialist, Nutrition Education/Clinic Services Unit, at 512-341-4577, cathy.plyler@dshs.state.tx.us.