



Memorandum

13-101

TO: WIC Local Agency Directors

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

DATE: October 21, 2013

SUBJECT: Neocate Changes Delayed and Formula Updates Training Available- November 2013

Clinic Formula Table Update

Memo #13-077 announced a new clinic formula table would be downloaded October 1, 2013. The implementation of the updated clinic formula table has been delayed until November 1, 2013. This will affect the anticipated Neocate formula quantity changes and the new formulas listed below that are being added.

New Formulas

The following three new formulas will not be available for issuance until November 1, 2013:

- 566 – Pediasmart Soy Pwd 12.7oz
- 567 – Enfamil Premature 30 RTU 2oz
- 568 – Good Start Premature High Protein 24 RTU 3oz

Neocate Changes and Additional Information for Staff and Participants

- Neocate DHA/ARA (formula code 440) quantities will remain the same until November 1, 2013.
- After November 1, 2013, participants receiving new formula approvals for Neocate will be issued the lower quantities of formula each month due to the change in mixing directions on the revised label.
- Participants receiving current benefits for Neocate must adjust future quantities downward in TWIN the next time they visit the clinic for benefit issuance on or after November 1, 2013. Staff will notice that the issued quantities displayed will be equal to or more than the default quantities displayed.
- To adjust future months Neocate quantities run a foxfire report to determine when participants issued formula code 440 are next scheduled for benefit issuance.

- When the participant arrives in the clinic follow the steps below depending on the services that are being provided and the TWIN screen being used:
 - ◆ Issuance tab - Standard Issuance
 - Go through steps as if to issue benefits but don't press "F8 to issue".
 - Highlight the client with Neocate and tab/enter to the Formula Code field and press "Enter." The Infant Formula Plan (IFP) will automatically open.
 - Ensure the "Default Quantity" is on the full or partial quantities (the amount will depend on the mother's food package) by manually changing the issue quantity to the exact (or less if needed) amounts that are displayed. The full and partial quantities can be seen by toggling between them.
 - ◆ Issuance tab – Formula Exchange
 - Highlight the client on Neocate, press "Enter" so that the cursor will go to the lower part of the screen.
 - Continue to press tab/enter to the Formula Code field and press "Enter." The Infant Formula Plan (IFP) will automatically open.
 - Ensure the "Default Quantity" is on the full or partial quantities (the amount will depend on the mother's food package) by manually changing the issue quantity to the exact (or less if needed) amounts that are displayed. The full and partial quantities can be seen by toggling between them.
 - ◆ Certs tab – Client Certification
 - Highlight the client with Neocate, press "Enter"
 - Then go to page 2 and tab/enter to the Formula Code field and press "Enter." The Infant Formula Plan (IFP) will automatically open.
 - Ensure the "Default Quantity" is on the full or partial quantities (the amount will depend on the mother's food package) and manually change the issue quantity to the exact (or less if needed) amounts that are displayed. The full and partial quantities can be seen by toggling between them.
- Cans with the revised label will be available from most vendors before November 1st. Participants can purchase cans with either label.
- Staff should continue to provide the fliers made available to participants receiving Neocate until the end of this calendar year 2013.
- More detailed information will be provided in the next Formula Update Training scheduled for November.

Formula Updates (November 2013) Training Dates

Online (CenturyLink) Training

Tuesday, November 12, 2013, 10:00 – 11:00 a.m.

Tuesday, November 12, 2013, 2:00 – 3:00 p.m.

IDL Training

Thursday, November 21, 2013, 9:30 a.m. – 10:30 a.m.

To participate by phone:

1. Call the CenturyLink toll-free number, 1-877-820-7831.
2. Enter the participant passcode, 5123414576# (including the pound sign at the end of the passcode).

To participate using your computer:

1. Enter the following CenturyLink web address into your web browser exactly as it appears (Internet Explorer, FireFox, Safari, etc.).

<https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FormulaUpdates>

2. Select the “Guest” tab and enter your name and email address.
3. Select “Join Meeting” and “I’m already dialed in.”

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