



## Memorandum

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**#14-013**

**TO:** WIC Regional Directors  
WIC Local Agency Directors

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

**DATE:** February 7, 2014

**SUBJECT:** January 2014 – Formula Updates Slides and Conference Call Notes

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### Training Slides Available

The Formula Updates Training January 2014 was presented via CenturyLink on January 13 and 15, 2014. Powerpoint slides for the training are attached to this memo. Also attached are notes from the Formula Conference Call held Thursday, January 23, 2014. Please note that new information presented during the conference call has been incorporated into the Powerpoint slides for ease in training staff. The attached slides should replace any earlier versions you may have received. Key points from all January training opportunities are summarized below.

### Similac Formula Changes Summary

- Recap of information shared during the December 16<sup>th</sup> online training
  - Similac Sensitive, Similac Total Comfort and Similac for Spit Up have reformulated to 19 calories/ounce.
  - All participants issued Similac Sensitive will need to be manually changed to Similac Advance for the April 2014 benefit month.
  - Be sure to access the Infant Formula Plan in TWIN to make the formula code change permanent.
  - **This change may be made without meeting with a certifying authority (CA) first or providing written documentation in client charts.**
- New or more detailed information
  - Texas WIC will not authorize Similac Sensitive by prescription after April 1, 2014 or Similac Total Comfort and Similac for Spit Up by prescription after June 1, 2014.
  - Plans are underway to address the needs of participants who do not tolerate the contract formula options after April 1.

- When issuing to first-time infants in February/March offer Similac Advance or Good Start Soy
- Similac Sensitive concentrate in a 13oz can has been discontinued by the manufacturer and will no longer be made available after March 31<sup>st</sup>

#### Good Start Protect Summary

- Good Start Protect will now be called Good Start Gentle for Supplementation and will not be authorized by Texas WIC.
- This formula should not be issued/approved after March 31, 2014.
- Participants on Good Start Protect will need to change to Similac Advance or to an alternate formula (with a prescription) beginning April 1, 2014.

If you have any questions or require additional information, please contact Cathy Plyler, Clinical Nutrition Specialist, Nutrition Education/Clinic Services Unit, at (512) 341-4577 or [cathy.plyler@dshs.state.tx.us](mailto:cathy.plyler@dshs.state.tx.us). or Sandra Brown, Clinical Nutrition Specialist, Nutrition Education/Clinic Services Unit, at (512) 341-4576 or [sandra.brown@dshs.state.tx.us](mailto:sandra.brown@dshs.state.tx.us)

**Formula Conference Call Notes – January 23, 2014**  
**(APM #14-013 Attachment)**

Abbott has reformulated three of its contract formulas, Similac Sensitive, Similac Total Comfort and Similac for Spit Up. Due to the change from 20 calories/ounce to 19 calories/ounce, these formulas no longer meet USDA regulations for issuance in the WIC program. However, for those states with an Abbott formula contract in place, it is possible for these formulas to continue to be authorized if medical documentation is obtained. Texas WIC explored this option. As of this time, Abbott has not confirmed whether or not it will continue to pay rebates for these formulas if they are issued with documentation. Product label and reconstituted amounts for the reformulated products have not been provided to us. These reformulated products will change in can size to 12 ounces each. We do not know when or how well stores will be stocked with this size when the products might be needed.

Due to multiple unknowns concerning how we might implement these changes, Texas WIC has decided not to authorize these formulas.

**Similac Sensitive will not be authorized after April 1, 2014.**  
**Similac Total Comfort and Similac for Spit Up will not be authorized after June 1, 2014.**

This means that these formulas are not to be issued even with medical documentation. This decision will remain in place even if the rebate question is answered in the future.

Staff Actions

- Please continue to move clients currently receiving Similac Sensitive to Similac Advance for the April 2014 benefit month.
- New infant clients, certified during February 2014 and beyond, should no longer be offered Similac Sensitive.

Additional details concerning issuance to new clients and issuance of Similac Total Comfort and Similac for Spit Up beginning March 2014 will be provided during the February Formula Update trainings. Plans are underway to address the needs of participants who do not tolerate the contract formula options available after April 1, 2014. More information will be provided in the near future.

# Formula Updates

January 2014  
(Revised 2/4/14)  
Presented by the Formula Team

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## Agenda

- Review of contract formula changes
- New details and clarification
- Questions and Answers
- Good Start Protect changes
- Questions and Answers
- Summary of key points and new details

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## Introduction

- Sharing of internal correspondence
- Be aware that information is constantly changing
- Err on the side of saying less

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Recap



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Changes to the Milk-Based Contract Formula Line

- Similac Sensitive, Similac Total Comfort, and Similac for Spit Up reformulated to 19 kcal/oz.
- Change is intended to make the formula closer in calorie level to the range found in breastmilk (according to Abbott).

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Changes to the Milk-Based Contract Formula Line

- The 19 cal/oz formulas will no longer meet USDA requirements for authorization by WIC.
- WIC regulations allow states to issue contract formulas that do not meet requirements when medical documentation is provided.

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### New details

- Since these trainings were presented on 1/13 and 1/15, Texas WIC has decided not to authorize Similac Sensitive even by prescription after April 1, 2014 or Similac Total Comfort and Similac for Spit Up even by prescription after June 1, 2014.
- Abbott has not confirmed whether or not they will pay rebates for the 3 reformulated products.

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### What this means...

- Participants on alternate contract formulas will need to be changed back to Similac Advance
- Formula changes will occur in phases...
  - Phase 1 – Similac Sensitive will change beginning April 2014
  - Phase 2 – Similac Total Comfort and Similac for Spit Up will change beginning June 2014

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### Staff action required

- Current TWIN system is unable to automatically transition from one contract formula to another
- Clinics will need to change formula codes manually

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### Standing Orders

- Staff may issue benefits for Similac Advance to participants with Similac Sensitive without CA involvement or additional documentation in charts.
- Authorization for this is found in memo #14-005 dated Jan 13, 2014.

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### The Phase 1 transition...

- Participants should be transitioned to same form of Similac Advance as the form of Similac Sensitive that they currently receive.
  - Powder → Powder
  - Concentrate → Concentrate
  - Ready to Feed → Ready to Feed

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### The Phase 1 transition...

- Use this table to determine what the participant should be changed to -

394	SIMILAC SENSITIVE PWD 12.6OZ	→	414	SIMILAC ADVANCE PWD 12.4OZ
411	SIMILAC SENSITIVE CON 13OZ	→	388	SIMILAC ADVANCE CON 13OZ
397	SIMILAC SENSITIVE RTU 32OZ	→	365	SIMILAC ADVANCE RTU 32OZ

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### Making the change...

- Two possible ways to make the change.
  - Changing the issuance frequency
  - Formula Exchange
- Benefits for April 2014 (and later) must be changed manually.
- Use the method that best suits clinic flow

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### Making the change...

- **To make the change permanent, the Infant Formula Plan (IFP) must be accessed when changing the formula code.**
- We recommend changing the formula code on the Cert Screen.
- Can also access IFP on issuance screen and first screen of formula exchange.

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### Changing the issuance frequency

Benefits in Hand	No Current Month Benefits
<b>January</b> <ul style="list-style-type: none"> <li>• Issue 2 months of Similac Sensitive (February and March)</li> <li>• Change the formula code to Similac Advance (access IFP screen)</li> <li>• Issue the remaining month (April)</li> </ul>	<b>January</b> <ul style="list-style-type: none"> <li>• Issue 3 months of Similac Sensitive (January, February, and March)</li> <li>• The change will have to be made when they return in March</li> </ul>
<b>February</b> <ul style="list-style-type: none"> <li>• Issue 1 month of Similac Sensitive (March)</li> <li>• Change the formula code to Similac Advance (access IFP screen)</li> <li>• Issue the remaining months (April and May)</li> </ul>	<b>February</b> <ul style="list-style-type: none"> <li>• Issue 2 months of Similac Sensitive (February and March)</li> <li>• Change the formula code to Similac Advance (access IFP screen)</li> <li>• Issue the remaining month (April)</li> </ul>
<b>March</b> <ul style="list-style-type: none"> <li>• Change the formula code to Similac Advance (access IFP screen)</li> <li>• Issue the remaining months (April, May, and June)</li> </ul>	<b>March</b> <ul style="list-style-type: none"> <li>• Issue 1 month of Similac Sensitive (March)</li> <li>• Change the formula code to Similac Advance (access IFP screen)</li> <li>• Issue the remaining months (April and May)</li> </ul>

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### Formula Exchange

Benefits in Hand	No Current Month Benefits
<b>January</b> <ul style="list-style-type: none"> <li>Issue 3 months of Similac Sensitive (February, March, April)</li> <li>Change the code to Similac Advance (access IFP screen)</li> <li>Go in to the Formula Exchange Module and Select APRIL</li> <li>Change April to Similac Advance</li> </ul>	<b>January</b> <ul style="list-style-type: none"> <li>Issue 3 months of Similac Sensitive (January, February, and March)</li> <li>The change will have to be made when they return in March</li> </ul>
<b>February</b> <ul style="list-style-type: none"> <li>Issue 3 months of Similac Sensitive (March, April, and May)</li> <li>Change the code to Similac Advance (access IFP screen)</li> <li>Go in to the Formula Exchange Module and Select APRIL &amp; MAY</li> <li>Change April and May to Similac Advance</li> </ul>	<b>February</b> <ul style="list-style-type: none"> <li>Issue 3 months of Similac Sensitive (February, March, and April)</li> <li>Change the code to Similac Advance (access IFP screen)</li> <li>Go in to the Formula Exchange Module and Select APRIL</li> <li>Change April to Similac Advance</li> </ul>
<b>March</b> <ul style="list-style-type: none"> <li>Not necessary to use FEX in March unless an error was made</li> <li>Change the formula code to Similac Advance (access IFP screen)</li> <li>Issue all 3 months as Similac Advance (April, May, and June)</li> </ul>	<b>March</b> <ul style="list-style-type: none"> <li>Issue 3 months of Similac Sensitive (March, April, and May)</li> <li>Change the code to Similac Advance (access IFP screen)</li> <li>Go in to the Formula Exchange Module and Select APRIL &amp; MAY</li> <li>Change April and May to Similac Advance</li> </ul>

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### New information

- Issuing to first time infants in February/March
  - If Similac Advance is not tolerated, offer Good Start Soy.
  - GS Soy and Similac Sensitive are lactose free.

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### Coming Soon

- Phase 2 will begin March 1<sup>st</sup> with the same process as for Similac Sensitive
  - Similac for Spit Up
  - Similac Total Comfort
- More specific details about Phase 2 will be provided at the February training.
- NEW** - Similac Sensitive concentrate will no longer be manufactured after March 31<sup>st</sup>.

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### Support Materials

- Bilingual Notice to Participants
- Clinic Cheat Sheet for Similac Sensitive to Similac Advance Change
- Instructions for Similac and Good Start Protect Formula Changes
- Participant FAQ Regarding the Similac Formula Change
- Staff FAQ Regarding the Similac Formula Change

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### Future trainings and support materials

- Monthly trainings as needed are planned to keep staff informed as materials are developed
  - Copies of all training slides will be made available
- Support materials (in progress):
  - Comprehensive flyer showing all coming changes (to replace Bilingual Notice once available)
  - FAQs (will update current versions as needed)
  - More talking points for staff

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### Communicating with other WIC partners

- Healthcare provider letter to be developed
  - No letter available currently
  - Verbal questions may be answered
  - No action needed for HCPs until April
- Messaging for websites
- Vendor news flash to be sent in January
  - <http://www.dshs.state.tx.us/wichd/vo/vnews.shtm>

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### Staff talking points

- *Be sympathetic* – empathize and agree with the client. Reflect and validate their feeling. State that these changes were made by the manufacturer.
- Remind them that the change does not take place until April. By then, their infant will be older and should be able to tolerate Similac Advance.
- Reassure participants that WIC will assist them through this process.

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### REMEMBER

- Similac Sensitive may not be issued even by prescription after April 1.
- Similac Total Comfort and Similac for Spit Up may not be issued even by prescription after June 1.
- More information concerning approval procedures and the issuance of other non-exempt formulas after April 1 will be provided in the near future.

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### Upcoming Trainings



- February
  - Tuesday, February 11<sup>th</sup> - 12:00 pm to 1:30 pm
  - Tuesday, February 18<sup>th</sup> - 12:00 pm to 1:30 pm
- March
  - Tuesday, March 11<sup>th</sup> - 1:00 pm to 2:30 pm
  - Wednesday, March 19<sup>th</sup> - 12:00 pm to 1:30 pm

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Questions?



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Changes to Good Start Protect: RECAP

- Name will change to Good Start Gentle for Supplementation.
- GS Protect will no longer be authorized after April 1<sup>st</sup>.
- Approval and issuance may continue through March 31<sup>st</sup>.
- However, do not issue for April or later – it will not be possible to purchase after that time.

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Staff actions regarding GS Protect

- Encourage retrials of Similac Advance or Good Start Soy if they have not occurred recently (within last month or so).
- This change will affect only a small number of participants statewide (60 in June 2013).

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### Staff actions regarding GS Protect

- Manual change to another formula for April benefits
- Run foxfire report to identify current GS Protect clients (formula code 520)
- May issue 1-2 months until March 31, 2014
- Contact HCP for alternate formula options for April and later

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### New - MEDCARES

- MEDCARES doctors may be signing "MEDCARES" on the Texas Medical Request for Food/Formula
- At this time, please call the state formula beeper for all MEDCARES prescription approvals
- More training to be provided on this at a later date

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### Summary

- Similac Sensitive will no longer be authorized after April 1, 2014.
- Current recipients must be manually issued Similac Advance for April and later benefits.
- GS Protect should not be issued/approved beyond March 31, 2014.
- Purchase of GS Protect will not be allowed beginning April 1, 2014.
- The GS Protect change requires manual change to Similac Advance or other alternate formula (with a Rx).

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## Questions?



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## Contact Us

- Sandra Brown
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