

Key Steps for Providers When Prescribing Therapeutic Formula for WIC-Eligible Members:

1. Submit a prior authorization (PA) for a contracted therapeutic formula:

- a. Providers can submit a PA using one of the following methods:
 - CoverMyMeds online PA submission
 - Medi-Cal Rx Secured Provider Portal
 - NCPDP P4 Transaction
 - Sending the [Medi-Cal Enteral Nutrition Prior Authorization Request](#) form via fax or mail to the contact information listed on the form
- b. All the following clinical and product information must be provided on or as an attachment to the PA request:
 - Medical diagnosis code related to the product requested
 - Daily caloric requirements of the requested enteral nutrition product
 - Indication if member is fed orally or via a tube
 - 11-digit product National Drug Code
 - Any product category and product-specific requirements
 - Copy of the prescription
 - Optional: height (length) and weight

2. Submit a written or electronic prescription:

- Send a prescription to a Medi-Cal Rx-contracted pharmacy for member pickup or delivery. You may access the pharmacy search tool [here](#).

3. Complete the [Medical Formula and Nutritional Request Form](#)

Even when a prescription is sent to a pharmacy, providers should also complete and submit the Medical Formula and Nutritional Request Form to the local WIC agency. This serves two key purposes:

1. Backup coverage — If there are issues with Medi-Cal authorization or pharmacy fulfillment, WIC may be able to provide the formula. Having this form on file avoids delays.
2. WIC food eligibility — For infants 6 months and older and children 12 months and older, WIC requires medical approval for certain WIC foods (e.g., infant fruits/vegetables/cereals, milk, yogurt, cheese, beans, peanut butter).

Clarifying WIC's Role

WIC provides healthy food, nutrition education, breastfeeding support and referrals. It only provides formula when Medi-Cal or other insurance options are unavailable.

While the Medi-Cal PA form may be accepted for infants under 6 months (if it includes all necessary details), a separate prescription or the Medical Formula and Nutritional Request Form is required for:

- Infants 6 months or older
- Children 12 months or older (to document formula needs and any food restrictions for WIC)

Because WIC staff may not be familiar with the PA form, please continue to submit the standard WIC form when appropriate.

Your role in ensuring members can access therapeutic formula through Medi-Cal is crucial. By following these steps and leveraging available resources, you can help prevent delays and provide the best care for your patients. More information is provided on the [Medi-Cal Rx Enteral Nutrition – Frequently Asked Questions \(FAQs\)](#) website. You may refer to a list of Contracted Enteral Nutrition Products [here](#).

If they have questions, members may contact Medi-Cal RX Customer Service at **1-800-977-2273** or CalOptima Health Customer Service at **1-888-587-8088**. If you have any questions, please contact your CalOptima Health Provider Relations representative at **714-246-8400** or providerservicesinbox@caloptima.org.