

**Indiana WIC Program  
Indiana State Department of Health**

**Returned Formula**

**Policy**

Local agencies will accept returned formula purchased with the eWIC card for the purpose of making an equivalent exchange. Returned formula cannot be reissued and must be destroyed.

**Authority**

7 CFR Part 246.4(a)(14)(xviii)

**Procedures**

- I. Management of returned formula
  - A. Receipt of returned WIC formula must be documented on the Destruction of Returned Formula Log by noting:
    - date received,
    - client name or identification number,
    - formula name,
    - type and amount of formula returned, and
    - staff initials.
  - B. The Destruction of Returned Formula Log must be filed and retained with the WIC Finance Records for the purpose of fraud prevention.
  - C. Returned formula must be kept out of sight of clients. The formula must be destroyed the same day before the clinic closes.
  - D. The Destruction of Returned Formula Log will be monitored by the local agency Coordinator or designee and reviewed by Indiana WIC staff during the biennial clinic review.
- II. Food package change after formula return
  - A. Returned WIC formula purchased during the current month only may be exchanged through food package change.
  - B. Formula will be exchanged based on the equivalent quantity of reconstituted formula being returned and formula being issued.
  - C. Formula being returned with or without an equivalent exchange must be documented in either a general note, nutrition ed

counseling note or Individual Care Plan/follow-up note in the client chart.

III. Disposal of returned formula

- A. Pour concentrate formula down the drain
- B. Pour powdered formula into the trash
- C. Note destruction of the formula on the destruction of returned formula log.