



DOERNBECHER  
CHILDREN'S  
*Hospital*

WOMEN AND CHILDREN'S SERVICES

# OHSU Metabolic Food Room Guide

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## IMPORTANT TIPS AND GUIDELINES

- We prefer, but do not require, masks in the Food Room.
- Do NOT enter the Food Room unless you are with the Food Room coordinator or another member of the metabolic clinic team.
- We may have to limit the number of items each patient can take at one time. This is to make sure we have enough for all of our patients.
- Always order 2-3 days in advance. This way, we can have everything ready for you when you arrive.
- We do not accept returns.
- Do NOT use expired formula. If you have expired formula, please throw it away and place a new order.
- **Try to always have at least a 2 or 3-week supply of formula on hand.** This will help make sure you don't run out.

## HOW TO ORDER FOOD OR FORMULA

To place an order, you or your child must be up-to-date on clinic visits. Many payers require a recent clinic visit before approving an order. If it has been 12 or more months since the last visit, please call us. You will need to schedule an appointment and/or speak with a dietitian. We can sometimes accept an order if a future appointment is on the calendar.

The best way to order is through MyChart (see below for MyChart ordering instructions). We can also take phone orders at 503-494-2416. We do not take email orders.

### Picking up food and formula

- You can pick up your order Monday, Tuesday and Thursday, 8 a.m. - 4 p.m.
- Place your order at least one business day (24 hours) in advance.

### Home shipments

- If you live in the Portland metro area (Multnomah, Clackamas, Washington and Clark counties), we cannot ship to your home. You must come to the food room to get your order.
- If you live outside of the Portland metro area, we can ship your order to your home.
- If you place your order before 1 p.m., we can ship it that day if:
  - We can verify your insurance coverage.
  - We have what you need in stock.
- Most of the time, your order will arrive within 3 days. If yours does not, call us to check on the status.
- Urgent or express shipping is not available.
- We do not ship to Hawaii or other places outside of the continental United States (no exceptions). If you plan to travel, please talk to us in advance so we can make sure you have what you need before you go.
- If your shipment is coming directly from the manufacturer, it may take up to 3 weeks for delivery. We will let you know if this is the case. We will also give you a tracking number.

## MYCHART INSTRUCTIONS

The best way to place an order is through MyChart. We check for orders throughout the day.

If you place your order before 1 p.m. on a weekday, we will try to fill the order the same day. If you place your order after 1 p.m. or on a weekend, we will fill your order on the next business day.

Please make sure you have insurance authorization before you place your order (see below for more information about insurance). This will help avoid delays. Otherwise, it may take up to 3 weeks for us to fill it.

### How to place an order through MyChart

1. Log into MyChart. If you don't have an OHSU MyChart account, or need help with your user name or password, let us know. We can help you set up an account or help you find out how to log in.
2. After you log in, select "messages" from the menu bar at the top of the page.
3. Next, select "send a message."
4. For "what is your message about?" select "non-urgent medical question."
5. For "what type of medical question?" select "other question."
6. For "who do you want to contact?" select the dietitian or another metabolic provider.
7. In the subject line please, tell us what type of order you are placing.  
Options include:
  - Formula order
  - Food order
  - Formula and food order
  - Urgent formula order
8. In the body of your message, please let us know:
  - The formula or food item(s) that you need.
  - The amount of formula or food items that you need.
  - The flavors you want, if you want cans or pouches, and any other details
  - If you are ordering formula, how much formula (in number of days) you have on hand right now.
  - Your shipping address, if we are shipping to you. Include this even if you have given it us before.
  - Your insurance information (the name of your insurance company and your policy number(s)). Include this even if you have given it to us before.

**NOTE: We need all of this information each time, even if you gave it to us before.**

## INSURANCE AND PAYMENT INFORMATION

Check in advance to see if your insurance will pay for medical formula and food. It can be very expensive. There are not a lot of resources to help you with out-of-pocket costs when insurance does not cover it.

- **If your insurance has changed since your last order**, please call 503-494-8505 as soon as you can so we can update our records. We cannot fill your order until we have the updated information. We also need to verify that your benefits include coverage for medical food and formula.
- If we bill an order to an inactive policy, they will deny coverage. This can slow down the entire process, and you may wind up getting a bill for the entire cost.
- Some self-funded employer-sponsored insurance plans do NOT cover medical food or formula, including:
  - Cigna
  - Aetna
  - Some United Healthcare plans
  - Medicare
  - Washington Medicaid
  - Some Providence plans
  - Healthnet
  - Some Blue Cross Blue Shield plans

**NOTE: This is not a complete list of all plans that do not cover medical food and formula.**

- Even if your plan covers food and formula, most require pre-approval. This means we must ask for approval each time. It also means they will not cover it if you ask for approval after you get the products. If you don't get pre-approval, it is likely that you will get a bill for your order. Because this can take up to 2 weeks, it is important to plan ahead so you don't run out of the things you need.

Some of the insurance companies that require pre-approval are:

- Kaiser
  - Oregon Health Plan (OHP)/ Medicaid
  - Blue Cross Blue Shield
  - United Healthcare
  - Providence
  - Pacificsource
- If you need to look for new medical insurance, find out if it covers medical food and formula before you make a choice. You can find out by asking whether CPT code S9435 (medical foods for inborn errors of metabolism) is a covered benefit under your plan for your specific diagnosis code. All plans are different, and some do not cover it. Please let us know if you need your diagnosis code.

You should also:

- Find out what your deductible or out-of-pocket costs are.
- Find out if you have a co-pay for medical food or formula.

If you don't have insurance coverage:

- You can pay for the products yourself, as long as you have a Non-Covered Service Form (NCSF) on file. Please let us know if you need this form and we will get it to you.
- OHSU's billing department can set you up on a payment plan. Please call 503-494-8760 to get this process started.
- Financial assistance may be an option. Call 503-494-8505 to learn about the financial assistance application process.
- You are welcome to apply for financial assistance through the National Organization for Rare Disorders (NORD). While we cannot process these reimbursement requests for you, we can give you some of the information you need for the application.

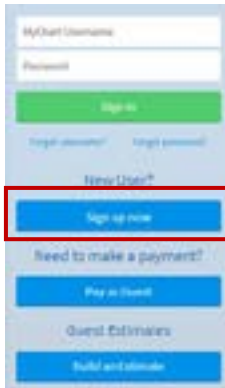
### **Why won't my self-funded employer-sponsored plan cover the costs of medical food and formula?**

If you have an Oregon commercial health insurance plan, a state mandate requires that they cover the costs of medical food and formula. Because the mandate does not apply to self-funded employer-sponsored plans, these companies do not have to cover it. These plans get to decide what they cover and what they do not. Requests from a healthcare provider cannot change this.

We recommend you talk to the administrator of your self-funded employer-sponsored plan if you would like to request that they add medical food and formula to their list of covered expenses. We can give you any information you need that may be helpful to them. In some cases, we may be able to speak with them about why the formula and food is medically necessary.

# HOW TO SIGN UP FOR OHSU MYCHART

1. Go to [www.ohsu.edu/mychart](http://www.ohsu.edu/mychart) and click “Sign up now.”



## OHSU MyChart

Technical support line

📞 503-494-5252

Want MyChart on your phone?  
Download the **OHSU MyChart**  
app from your app store.



2. Fill in your information. If you have an activation code, it will be on a MyChart enrollment letter or in your clinic’s After Visit Summary, along with your Medical Record Number.
3. If you do not have an activation code, click “Sign Up Online.”

