OHSU Metabolic Food Room Guide

Child Development and Rehabilitation Center (CDRC)

707 SW Gaines St.

Room 1131

Portland, OR 97239

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IMPORTANT TIPS AND GUIDELINES

- Please do not enter the Food Room unless you are with a member of the metabolic team.
- If there are shortages, 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 our patients.
- If you are coming into the Food Room, please give our team at least 2 hours notice during Food Room hours to ensure someone is available and that the items you are requesting are in stock.
- We cannot accept returns. If there is a damaged product, please let our team know.
- If you have unopened cases of formula that you will no longer be using, we can accept this as a donation.
- **Dropship orders generally take 2–3 weeks to arrive so it's a good idea to be mindful of formula on hand. This will help ensure you don't run out.**
- In most instances, we can dispense up to 90 days of product at a time. Let us know how much you would prefer when you order.

HOW TO ORDER FOOD OR FORMULA

To place an order, you or your child must be up to date on clinic visits. Many insurers require a recent clinic visit before approving an order. If it has been 12 or more months since the last visit, please call us at 503-494-8307 to schedule an appointment and/or to speak with a dietitian. In some cases, we can accept an order if a future appointment is scheduled.

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

- If you live in the Portland metro area (Multnomah, Clackamas, Washington, and Clark counties), we request that you come pick-up your orders in person at the Food Room. The alternative is dropshipping your order (allow up to 3 weeks). If you need assistance with picking up your orders in person, please let us know.
- You can pick up items Monday through Friday between 8:30 am and 4:30 pm.
- Please give at least 2 hours notice *and* confirm with a metabolic team member.
- Our Food Room is located at:

  Child Development and Rehabilitation Center (CDRC)
  707 SW Gaines St.
  Room 1131
  Portland, OR 97239

- There is free patient parking in Lot 50 in front of the building. If you are parked at Doernbecher's and are visiting the Food Room, you may want to borrow a wagon from reception to return your products to your car.

Shipments

- Orders can be drop shipped from the manufacturer, shipped from the Food Room, or picked up at the Food Room depending on stock and shipping costs.
- If you live in the Portland metro area (Multnomah, Clackamas, Washington, and Clark counties), we request in-person pick-ups from the food room, or we can dropship your order (allow up to 3 weeks).
- If you live outside of the Portland metro area, your order may be drop shipped or shipped directly from the Food Room depending on supply and shipping costs.
- If you are not local, you may specifically request a Food Room shipment in your message if you need your items quicker. You will need to place your order before 1 PM on a business day to have the best chance of your items being shipped the same day.
- We expect Food Room shipments to arrive within 3 days. If your order is delayed, please call us to check on the status.
- Urgent or express shipping is not available.
- We cannot ship to Hawaii or anywhere outside of the continental United States. If you plan to travel outside the continental U.S., please talk to us in advance so we can make sure you have what you need before you go.
- Upon request, we can provide you with a tracking number for any of your shipments.

MYCHART INSTRUCTIONS

The best way to place an order is through MyChart. We check for orders throughout the day. Please make sure we have your current insurance information on file. This will help avoid delays. Please be alert to MyChart messages from us after you order, we may need to clarify a product choice or alert you to an item out of stock.

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 username 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" on 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.
    - We also recommend including shipping address and insurance information since this will need to be verified with each order.

    Note: We need all this information each time, even if you have already provided it to us.

INSURANCE AND PAYMENT INFORMATION

- If your insurance has changed since your last order, please call OHSU registration at 503-494-8505 as soon as possible so we can update our records. If we order to an inactive insurance policy, this can result in denials or even bills to you for the entire cost of products.
- Some self-funded employer-sponsored insurance plans do NOT cover medical formula or food. Please check with your plan or employer for the specific coverage included in your plan.
- Of note, at this time Medicare does not cover medical food or formula.
- Most plans that cover food and formula require pre-approval. This means we must have approval before we order for you. If we don't have the correct pre-approval you may receive a bill for your order or there may be a delay.

If you need to look for new medical insurance, we recommend calling the company to find out if it will cover medical food and formula before you make a choice.

- Ask whether CPT code S9435 (medical foods for inborn errors of metabolism) is a covered benefit under your plan for your specific diagnosis code. We can provide your diagnosis code if needed.
- Even if formula is covered, we recommend you also ask:
  - What your deductible or out-of-pocket costs will be.
  - If you have a co-pay for medical food or formula.

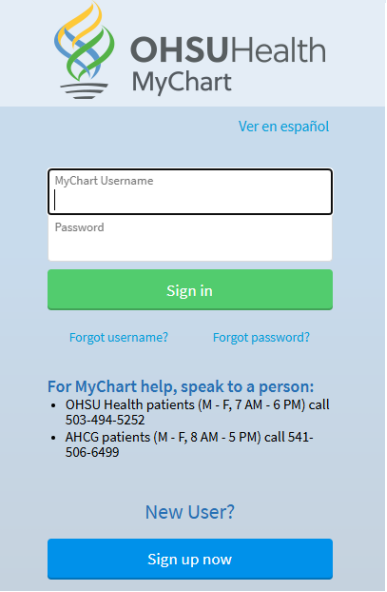
If your insurance doesn't cover your medically necessary products:

- OHSU Financial assistance may be an option. Call 503-494-8505 to learn about the process.
- Contact OHSU Billing department for information about a payment plan. Please call 503-494-8760 to get the process started.
- Financial assistance may be available through the National Organization for Rare Disorders (NORD). We can give you the information you need for the application.
- Some manufacturers may have financial assistance options available. Please ask the metabolic team for details.
- You can pay for the products out-of-pocket. We will have you fill out a Non-Covered Service Form (NCSF).

If you have an Oregon commercial health insurance plan, a state law requires that they cover the costs of medical formula and food. Because the law does not apply to self-funded employer-sponsored plans, these companies do not have to cover these products. These plans get to decide what they cover and what they do not. If that happens, you can try to talk to the administrator of your self-funded employer-sponsored plan and 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 in that process. 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 and click “Sign up now.”





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.”

