



Frequently Asked Questions (WIC)

- 1. Who will be sending my medical food (formula)?** Although you are receiving your WIC benefits through WIC vouchers, MNT4P will be responsible for collecting these vouchers and shipping medical food (formula/amino acids) to your mailing address on file.
- 2. How do I order my medical food?** You will need to call the Emory Genetics Clinic's main line at **404-778-8570, Option 2** to order medical food **two weeks prior** to running out. If you have placed an order and have not received it within 2 weeks, please call the main line again and tell them your request is urgent. Someone from the MNT4P team will contact you ASAP.
- 3. What if I run out of medical food?** If you run out of medical food, please call the Emory Genetics Clinic's main line at **404-778-8570, Option 2**. Tell them your request is urgent so someone from MNT4P can contact you ASAP.
- 4. How will my medical food be delivered to me?** MNT4P uses FedEx to ship medical food/formula. A FedEx tracking number can be provided upon request. Please note that monthly orders may arrive in multiple packages and at different times. If you do not receive your full monthly prescription, please contact MNT4P staff via the web link below.
- 5. How will MNT4P receive my WIC vouchers?** Your WIC office will directly fax us your vouchers so we can send your medical food. However, you will need to call the Emory Genetics Clinic's main line every month for medical food refills. ***Receiving WIC vouchers or attending a WIC clinic appointment does not initiate a monthly shipment.***
- 6. What happens when a patient graduates (ages out) from WIC or loses WIC eligibility?** MNT4P will transition the patient to a medical food provider (Durable Medical Equipment or DME company) to receive services.
 - **Pregnant women graduation:** Mother is eligible for WIC up to 6 months after delivery if not breastfeeding, and up to 1 year if breastfeeding.
 - **Infants and Children under 5 years of age:** MNT4P prepares transition at 4½ years of age.

Contact Information

Georgia WIC: 1-800-228-9173

Medical food @ Emory: 404-778-8570 Option 2

<https://mnt4p.org/contact-us/>



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