



Frequently Asked Questions (WIC)

- 1. Who will be sending my medical food (formula)?** Although you are receiving your WIC benefits through **Georgia eWIC**, Medical Nutrition Therapy for Prevention (MNT4P) program will be responsible for 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** or **send a message through a new patient portal called [MyChart](#)** 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. A dietitian will contact you.
- 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** or **send a message through a new patient portal called [MyChart](#)**. Tell them your request is urgent so a dietitian 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 be notified of my WIC benefits?** Your WIC office will process your eWIC 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. ***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?** You will be transitioned 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 notifies the dietitians to prepare transition at 4½ years of age.

Contact Information

Georgia WIC: 1-800-228-9173

Emory Genetics Clinic's Main Line: 404-778-570 Option 2

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



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