

## Formula Ordered From NSB Due To Crossroads Transition

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When a user is unable to issue from Crossroads, and the participant is eligible for benefits, and issuance of Gerber Good Start Gentle powder on MFIs is not appropriate, formula may be ordered from the Nutrition Services Branch (NSB) using the NSB order form. (See NC WIC [Interim](#) Program Manual, Chapter 7, Attachment 3).

- If the request is for a contract infant formula (IF) (Gerber Good Start Gentle (concentrate or ready-to-feed), Gerber Good Start Soy or Gerber Good Start Soothe) write “Crossroads transition error” in Section II under *Specific Medical Condition Indicating Need for Product*.
- If the request is for products other than contract formula, indicate both the diagnosis provided on the Medical Documentation as well as “Crossroads transition error”.

In most cases, the amount of product shipped to the agency will be more than the amount requested. NSB must place formula orders in full case increments so there is often leftover product after issuance. The agency may not issue more than the maximum issuance allowed per month.

Use a paper inventory system to document the receipt and issuance of the product to the participant/parent/guardian/caretaker. (See NC WIC [Interim](#) Program Manual, Chapter 7, Attachment 4, Example #2). The issuance must be documented in the participant’s care plan in Crossroads. A best practice would be to also scan the paper issuance log into Crossroads on the Health Information screen of the participant.

Any containers of formula received in excess of that required to meet the issuance to the participant must be placed in the local agency inventory in Crossroads. Follow the guidance provided in the References section of the Crossroads Training Manual under the Inventory tab. This product will then be available for current month’s issuance via the Formula Wizard for any other participant with the same formula prescription.