



Specialized Supplement Program Guide

Program Guidelines for Clinical Dietitians and Pediatricians

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Introduction

Overview

The Specialized Supplements Program (SSP) - former Public Health's Tube and Supplemental Feeding Program (TSFP) - provides costly, specialized, and difficult to access nutritional products to New-Brunswick's children and youth under the age of 19 years old who have complex medical conditions. These children rely on specialized products for most (80% or more) of their nutritional needs or as their primary source of nutrition.

SSP clients are followed by a clinical dietitian and a pediatrician and must meet certain criteria for adhesion to the program (see eligibility criteria below).

The SSP has a clinical coordinator dietitian that will oversee the program and will be available to assist clinical dietitians and pediatricians.

The SSP allocates referrals into one of the following four categories:

- 1- Infant: Referrals for infants requiring amino acid-based formulas.
- 2- Tube Feed: Referrals for client who rely on enteral feeding via a tube feeding.
- 3- Oral Feed: Referrals for clients who primarily consume specialized nutritional products orally to meet at least 80% of their energy and nutritional needs.
- 4- Metabolic Disease: Referrals for clients with complex metabolic condition requiring highly specialized nutritional products.

Eligibility Criteria (for new admissions and renewals)

To receive specialized supplements products, children and youth must meet all the criteria listed below, specific to their category:

Category	Eligibility Criteria
Infant (special authorization for amino acid-based infant formula)	• Must be under the age of 1 year to qualify initially Renewals may be available for children aged 1 and 2 (see below). • A completed referral form (RC-416E (2025-05) Amino Acid Based Infant Formula Request) must be completed by a pediatrician. • Must have a documented need for an amino acid based formula, such as: ○ cow's milk protein allergy ○ food protein-induced enterocolitis syndrome (FPIES) ○ Multiple food allergies ○ Eosinophilic oesophagitis ○ Malabsorption ○ Gastroesophageal reflux ○ Short bowel syndrome • Must have a documented trial of two formula types: ○ A 5-day trial of a polymeric (partially hydrolyzed) infant formula (e.g. Gentlease®, Good Start®, Total Comfort®). ○ A 5-day trial of a semi-elemental (extensively hydrolyzed infant formula (e.g. Alimentum®, Nutramigen®, Pregestimil®). • Must require an amino acid-based infant formula, such as Neocate® DHA & ARA or Puramino A+®. • For children aged 1 and 2 years, a renewal request may be submitted for an appropriate amino acid-based formula following a re-evaluation by a pediatrician. Each renewal is valid for 6 months and may be extended for an additional 6 months if needed. • For children over the age of 2 years, the RC-417E (2025-05) Request for Specialized Supplement Program form must be submitted, along with an assessment by a dietitian.
Tube Feed	• Must be under the age of 19 years. • Must rely on a nutritional formula as their sole or primary source of nutrition, receiving at least 80% of their nutritional intake through a feeding tube. A clinical dietitian must guide the appropriate use of the formula.

	• A referral form RC-417E (2025-05) Request for Specialized Supplement Program must be completed by both a clinical dietitian and pediatrician (or specialized physician). • The clinical dietitian must provide: ○ An estimate of the child's food intake. ○ An assessment of the child's energy requirements. ○ Confirmation that the product is necessary to meet at least 80% of the child's nutritional needs. • The pediatrician must provide medical details supporting the child's complex condition and need for nutritional formula. • A new referral must be submitted each year to continue participation in the program. • For a list of eligible products, see below. If a product is not listed, please contact the SSP coordinator for guidance.
Oral Feed	• Must be under the age of 19 years. • Must rely on a nutritional formula as their sole or primary source of nutrition, receiving at least 80% of their oral nutritional intake. A clinical dietitian must guide the appropriate use of the formula. • A referral form RC-417E (2025-05) Request for Specialized Supplement Program must be completed by both a clinical dietitian and pediatrician (or specialized physician). • The clinical dietitian must provide: ○ An estimate of the child's food intake. ○ An assessment of the child's energy requirements. ○ Confirmation that the product is necessary to meet at least 80% of the child's nutritional needs. • The pediatrician must provide medical details supporting the child's complex condition and need for nutritional formula. • Initial approval is granted for a period of 6 months. • Renewals may be granted every 6 months if the child's medical and nutritional needs remain unchanged and all eligibility requirements are still met. • For a list of eligible products, see below. If a product is not listed, please contact the SSP coordinator for guidance. Note: Meal replacement and nutritional supplements (Ensure®, Pediasure Complete®, Boost®, Pedialyte®, etc.) are not covered under the SSP because: • They are not designed to serve as a sole source of nutrition. • They are widely available in retail stores at prices comparable to the cost of a meal.
Metabolic Disease	• Must be under the age of 19 years. • A referral form RC-417E (2025-05) Request for Specialized Supplement Program must be completed by both a clinical dietitian and pediatrician (or specialized physician).

	• The clinical dietitian must provide information to substantiate the child's need for the product. • The pediatrician must provide details on the child's complex medical condition. • A new referral must be submitted each year to maintain eligibility in this program.
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Cessation Criteria

A referral to the SSP will be discontinued under the following circumstances:

- Expired prescription:
 - If the yearly prescription has expired and a renewal has not been submitted.
- No product orders:
 - If no products have been ordered for three months or more.
 - Exception: If a medical reason prevents products orders, the prescribing clinician may contact the SSP coordinator to request that the referral be placed on hold instead of being closed.
- Failure to pick up products:
 - First instance: If a client fails to pick up an order within 10 days, they will receive a reminder call notifying them that the products are waiting for pickup.
 - Second instance: If a client fails to pick up an order a second time, they will:
 - Receive a call explaining that they will need to return to their prescriber for a new referral.
 - The clinical dietitian prescriber will be notified that the SSP referral has been discontinued.
 - Exception: If a family is unable to pick up products due to a medical reason (e.g., the child is hospitalized), they should contact the SSP coordinator to make alternate arrangements.

Eligible Products

The following products are available under the Specialized Supplements Program if they are required to meet at least 80% of the child's energy and nutritional needs and are specifically formulated as sole source of nutrition. Eligibility is determined based on medical necessity and clinical assessment by a dietitian or physician.

Alfamino Jr	Neocate DHA & ARA	Puramino A+
Boost 2.24	Neocate Junior	Puramino A+ Junior
Compleat	Neocate Splash	RCF Carbo Free Soy Protein
Equacare	Nepro	Resource
Glutarex	Nutren	Suplena
Isosource	Osmolite	Tolerex
Jevity	Pediasure – except Pediasure Complete	TwoCal HN
KetoCal	Peptamen	UCD Anamix Junior
Ketovie Peptide	Portagen	Vital Peptide
Lipistart	Promote	Vivonex Ten
Modulen IBD		

The following modular supplements are available only when required to supplement one of the eligible products listed above. These supplements must be necessary to meet at least 80% of the child's energy and nutritional needs as determined by a clinical dietitian.

Beneprotein	Liqui Protein	Pro-Phree
Duocal	MCT oil	Solcarb
Glycosade	Polycal	

Please note that surplus products are not kept in inventory. Orders typically take 5 to 10 business days to process and receive.

Non-Eligible Products

The following products are not available under the SSP:

All Boost	Human milk fortifiers	Therapeutic diet products
All Ensure	Pedialyte	Thickened products or thickeners
All premature, infant and toddler follow-up formulas	Pediasure Complete	TPN (Total Parenteral Nutrition)
Any similar nutritional drink products	Puddings	Tube feeding supplies (pumps, tubes, etc.)
Food supplements such as herbs and vitamins	PKU products (available through PKU program)	Weight-loss or body building products
Gluten Free products (food)	Sperri	

Request For Adding a Product Not Listed

If a child requires a product that is not included the eligible products lists, please contact the SSP Coordinator. The process for evaluating such requests is as follows:

- Case Review:
 - The SSP Coordinator will collaborate with the clinician to determine if an existing product on the program's list is clinically equivalent and can meet the client's needs.
- Providing Product Details:
 - If no clinically equivalent product is available, the clinician will be asked to provide detailed information about the required product, including its intended use and nutritional specifications.
- Evaluation:
 - The SSP Coordinator will assess whether the product can be added to the list of eligible products, based on clinical necessity and program guidelines.

Referrals and renewals

Referrals

- Amino Acid-Based Infant Formula Request:
 - The [RC-416E \(2025-05\) Amino Acid Based Infant Formula Request](#) form must be completed by a pediatrician.
 - The completed form should be submitted to the SSP office for review.
- Specialized Supplement Program Request:
 - The [RC-417E \(2025-05\) Request for Specialized Supplement Program](#) must be completed by both a clinical dietitian and a pediatrician (or physician specialist)
 - The completed form should be submitted to the SSP office for review.

Renewals

To continue receiving products through the Specialized Supplements Program (SSP), a follow-up referral form must be submitted as per the following renewal schedule:

Renewals Schedule:

Category	Renewal due
Tube Feed	After 1 year
Oral Feed	After 6 months
Metabolic Disease	After 1 year
Infant (special authorization for amino acid based infant formula)	After 1 year (for infant formulas) After 6 months (for formulas for children aged 1-2 years)

Submission Process:

- For renewals, the appropriate referral form must be completed and submitted to the SSP office for review:
 - [RC-416E \(2025-05\) Amino Acid Based Infant Formula Request](#)
 - [RC-417E \(2025-05\) Request for Specialized Supplement Program](#)
- The form must be completed by both a clinical dietitian and a pediatrician (or physician specialist)

Renewal Reminders and Responsibilities

- The SSP office: Clients will be contacted 3 months prior to their renewal due date as a reminder.
- Parent/Guardian: Parents/guardians are responsible for contacting their child's pediatrician and clinical dietitian to ensure follow-up referrals are submitted to the SSP office by the required date.

Roles

Specialized Supplements Program Coordinator

The Program Coordinator plays a key role in ensuring the effective operation and management of the Specialized Supplements Program (SSP). Their responsibilities include:

- Applying program policies and standards by ensuring all program guidelines are followed.
- Confirming client eligibility by verifying that clients meet the eligibility criteria for admission.
- Monitoring program delivery by overseeing the implementation and quality of the program.
- Establishing ordering procedures by setting up processes and timelines for parents/guardian to place orders.
- Managing orders by initiating and maintaining record of product orders.
- Ensuring product eligibility by confirming that clients receive only the products for which they qualify.
- Educating families by informing parents/guardians of their roles and responsibilities in the program.
- Managing referrals by advising the parent/guardian when a new or renewed referral is required.
- Implementing monitoring process by ensuring that all referrals are meeting the required criteria.
- Conducting annual reviews by completing an annual evaluation and update of the program to maintain quality and relevance.

Pediatrician or Physician Specialist

When referring a patient to the SSP, the roles of the pediatrician or physician specialist is responsible for the following:

- Confirming eligibility by ensuring infants, children and youth referred to the program meet the program eligibility criteria.
- Coordinating nutritional assessment by referring the client to a clinical dietitian for a complete nutritional or dietetic assessment.
- Completing referral form by ensuring the appropriate referral form is completed by both a pediatrician and a clinical dietitian.
- Facilitating renewals by providing a yearly (or twice-yearly) renewal using same referral form to maintain the client's participation in the program.
- Submitting referral forms by faxing or emailing the completed referral form to the SSP office to arrange for provision of the product.

Clinical Dietitian

When referring a patient to the SSP, the clinical dietitian is responsible for the following:

- Confirm eligibility by ensuring the client meets the program eligibility criteria.
- Complete and submit referrals by ensuring the referral form is completed jointly with a pediatrician (or physician specialist) and submitted to the SSP office.
- Plan for Hospital Discharges:
 - Notify the SSP office at least 4 to 5 days before the client's hospital discharge to allow sufficient time to order the product.
 - Arrange for products to be provided from hospital supplies if the client is discharged without sufficient notice for SSP orders to be processed.
- Notify of changes by informing the SSP office if the client no longer requires products.
- Address product issues by:
 - Providing guidance to clients on alternatives in the event of product shortages or discontinuation.
 - Contacting the SSP office to update the referral and make necessary adjustments.

Extra-Mural Dietitian

When referring a patient to the SSP, the roles of the Extra-Mural Program (EMP) dietitian is responsible for the following:

- Provide nutritional support by:
 - Offering ongoing nutritional support and assessment to clients.
 - Ensuring the client meets the SSP eligibility criteria.
- Refer process by:
 - Referring the client to SSP only after tolerance of the product has been established.
 - Ensuring the referral form is completed jointly by a clinical dietitian and pediatrician (or physician specialist) and submitted to the SSP office.
- Plan for product ordering by:
 - Notifying the SSP office at least 4 to 5 days in advance to allow sufficient time to order the product(s).
 - Arranging for products to be provided from EMP supplies until the SSP can fulfill the order.
- Notify of changes by informing the SSP office if the client no longer requires products.
- Address product issues by:
 - Providing guidance to clients on alternatives in the event of product shortages or discontinuation.
 - Contacting the SSP office to update the referral and make necessary adjustments.

Children Specialized Hospital (from other provinces)

When referring a patient to the SSP, the Children Specialized Hospital is responsible for the following:

- Confirm eligibility by ensuring the client meets the program eligibility criteria.
- Complete and submit referrals by ensuring the referral form is completed jointly with a pediatrician (or physician specialist) and submitted to the SSP office in New-Brunswick.
- Plan for Hospital Discharges:
 - Notify the SSP office at least 4 to 5 days before the client's hospital discharge to allow sufficient time to order the product.

- Arrange for products to be provided from the Children Specialized Hospital supplies if the client is discharged without sufficient notice for SSP orders to be processed.
- Notify of changes by informing the SSP office if the client no longer requires products.
- Address product issues by:
 - Providing guidance to clients on alternatives in the event of product shortages or discontinuation.
 - Contacting the SSP office to update the referral and make necessary adjustments.

Parent/Guardian

Parents or guardians of children enrolled in the Specialized Supplement Program (SSP) are responsible for the following:

- Manage referrals by ensuring that completed and up-to-date referral forms are provided to the SSP office by the required deadlines.
- Order and pick up products by:
 - Placing orders and picking up products in a timely manner to ensure that the child does not run out of product before the next order arrives.
 - Picking up products within 10 days.
- Product handling and storage by ensuring that products are properly transported and stored according to the instruction on the product label to avoid spoilage.
- Seek guidance when needed by consulting with the child's pediatrician or clinical dietitian if there are questions about the use of the product or if the product is currently unavailable.
- Notify of changes by informing the SSP office when the product is no longer required.

Specialized Supplements Program Office

Contact Information

For inquiries, referrals, or updates, please contact the SSP office:

- Phone: 506-862-7596
- Fax: 506-869-2436
- Email: ProgrammeSupplementProgram@vitalitenb.ca
- Mailing Address:
 - Specialized Supplement Program (SSP)
 - Vitalité Health Network
 - Dr. Georges-L-Dumont University Hospital Centre
 - 330 University Avenue
 - Moncton, N.-B. E1C2Z3
- Website : <https://vitalitenb.ca/en/services-and-locations/service-directory/new-brunswick-specialized-supplements-program>
- Office Hours: Monday to Friday, 8:00 AM – 4:00 PM