POLICY ALERT

Date: April 23, 2004
Reference: # SMP 2004-5
To: Special Milk Program (SMP) Contractors
Subject: Obtaining an SMP Handbook
Effective Date: May 3, 2004

OBTAINING PROGRAM HANDBOOKS

Purpose
To inform contractors of the policy and procedures for requesting a Special Milk Program (SMP) Handbook.

Implementation
Beginning May 3, 2004, you must use the procedures provided in this Policy Alert to order a SMP Handbook.

Background
The SMP Handbook is made up of these primary components in its entirety:

- Policy Text
- Forms Section
- Policy Releases
- Cover inserts and divider tabs

The SMP Forms Section and Policy Releases are available free of on the internet at the SNP web site address: http://www.dhs.state.tx.us/programs/snp.

SNP currently provides you and each of your facilities an initial paper copy of a program handbook at no cost. However, if you lose your handbook or need to replace it, you will be assessed the following fee per handbook ordered:

- $6.00 if you just want the policy text; or
- $24.70 for the entire handbook (Policy Text, Forms Section and Policy Releases)

How to Order
You may submit your handbook order by mail, FAX or e-mail as follows.

This Policy Remains in Effect Until Further Notice

continued
### IF ordering by mail

<table>
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| 1. Include the following information in your request:  
  - name of your contract organization  
  - 7-digit Program (TX) Number  
  - address where you want the handbook sent  
  - purpose for the request (new facility, lost or replacement copy)  
  - Be sure to indicate if you do not want the cover inserts and dividers. |
| 2. Send your written request to  
  SNP Handbook Coordinator  
  Special Nutrition Programs, Mail Code Y-906  
  Health and Human Services Commission  
  P.O. Box 149030  
  Austin, TX 78714-9030 |
| 3. Enclose a check or money order, if required, payable to DHS for the amount corresponding to the version of the handbook being ordered (policy text only or entire handbook). |

### IF ordering by FAX

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<tr>
<td>1. Prepare your written request as described in Step 1 above.</td>
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<td>3. FAX to (512) 371-9315.</td>
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<td>4. Forward payment, if required, to the address indicated in # 2 above.</td>
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### IF ordering electronically

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<td>1. Prepare your request as described in Step 1 above for submitting a request by mail.</td>
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| 2. Send your request to the following e-mail address  
  snphandbookcoordinator@hhsc.state.tx.us. |
| 3. Forward payment, if required, to the address indicated in Step 2 above. |

**NOTE:** You should receive your handbook about three (3) weeks from the date your order is received. If payment is required and is forwarded separately from your order, you should receive your handbook about three (3) weeks from the date your payment is received. You will receive a receipt acknowledging your payment.