Vendor Training

March 2017
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Indiana State Department of Health-WIC
2 North Meridian Street
Indianapolis, IN 46204
Toll Free: 800-522-0874

Access the WIC approved Food Card, Vendor Manual, Vendor Notices, Vendor Application and Newsletters at: www.wic.in.gov

Vendor Manager
Lyndsay McConnaughey  317-233-5586  Lmcconnaughey@isdh.in.gov

Program Integrity Specialist
Mark Wolfe  317-234-8148  Mwolfe1@isdh.in.gov

Vendor Consultants
North: Tori Harvey  317-233-1386  thaney1@isdh.in.gov
South: Lindsey Downs  317-233-7938  Ldowns@isdh.in.gov
What is WIC?

- WIC = Women, Infants and Children

- Funded by the USDA
  - Run by the Indiana State Department of Health and local sponsoring agencies

- Provides nutrition education and healthy supplemental foods to:
  - Pregnant women
  - Breastfeeding women
  - Postpartum women
  - Infants
  - Children up to the age of 5

- Indiana WIC spends approximately $112 million annually to purchase food through authorized retailers
WIC checks are longer in circulation after the beginning of the year. Due to the few checks out there, there are minimal references to checks in this presentation. If check related issues arise at your store, please see Indiana WIC Vendor Manual from October 1, 2015 or call your local agency and ask for guidance.
Over the past year Indiana WIC has been in your stores collecting UPC codes, talking to you or other store members about electronic WIC (eWIC) and in your stores certifying your register systems. The time you have taken to help our program transition to the eWIC card from WIC checks has not gone unnoticed and is appreciated. Also, your patience and understanding as eWIC was rolled out is greatly valued as this is a learning curve for all parties involved. You continue to be a valued partner to the Indiana WIC Program. Thank you for continuing to help make this program truly amazing!
WIC Food Card

- Specifies the only foods allowed for clients
- Pictures and “Not included” descriptions help identify approved foods
- Food brands, sizes and containers are important
- WIC Program Booklets are provided to each client
- WIC approved food cards are provided to authorized WIC vendors for each cash register
- Many infant formulas and WIC eligible nutritionals are allowed but not on the food list. Allow them only when specified on the check or shopping list.
  - Examples: Neocate and Nutramigen
  - Full list available at www.wic.in.gov

12.6 oz. Nutramigen
WIC Food Card Cont.

**Food Groups**
- Infant Formula
- Infant Food
- Infant Cereal
- Milk, Cheese and Yogurt
- Eggs
- Fruits and Vegetables (fresh and frozen)
- Peanut Butter
- Juice (shelf stable, frozen concentrate, non-frozen concentrate)
- Bread, Tortillas, Brown Rice and Whole Wheat Pasta
- Cereal
- Chunk Light Tuna and Pink Salmon
- Dry and Canned Beans
Food Card Changes FY 17: Cereal

New Approved Cereals
- Post: 18 oz. Honey Bunches of Oats Whole Grain Almond Crunch

Discontinues Cereal
- Kellogg’s: 18oz. Unfrosted Mini Wheats
Due to updated FDA whole grain regulations, some breads are being removed from the approved food list due to not meeting the whole grain requirement. Four new breads are being authorized that meet the whole grain requirement.

**Discontinued Breads**
- Aunt Millie’s
  - Raisin Swirl
  - Whole Grain White
- Healthy Life
  - 100% Whole Wheat
  - 100% Whole Grain Wheat Sugar Free
Food Card Changes FY 17: Bread

Newly Added 16oz. Breads

- Aunt Millie’s
  - 100% Whole Wheat
- Nature’s Own
  - 100% Whole Wheat with Honey
- Bimbo
  - 100% Whole Wheat
- IGA
  - 100% Whole Wheat
Food Card Changes FY 17: Tortillas

- “Carlita” brand tortillas changed names to “Essential Everyday”
  - These tortillas are WIC approved

**Newly Added 16 oz. Tortillas**
- Great Value Whole Wheat
- IGA Whole Wheat
- Mi Casa Whole Wheat
- Tio Santi Whole Wheat
Food Card Changes: Cage Free Eggs

- The Indiana State WIC Program will be allowing WIC clients to purchase cage free eggs due to more retailers offering this option in their stores.
- “Cage free” is no longer listed in the “not included” section on the Food Card.
- Cage free eggs may only be sold if they are the least expensive.
Gerber Barley Infant Cereal

- 8 oz. Gerber Barley Infant Cereal will be reintroduced beginning March 1, 2017
- This product will be added to the APL and allowed for WIC purchases
  - This product is not required to be stocked at your store
Approved Products List (APL) Updates

- The APL will continually be updated by State Office Vendor personnel
  - Store personnel are not able to update the APL besides the mapping of fresh produce
- New products or products that have had package changes which result in a new UPC code need to be reported to the State WIC Office
- The UPC Request Form **must** be completed in order for an item to be considered for addition to the APL
  - This form is available at www.wic.in.gov
eWIC Card Left at Store

- Call your local WIC clinic
  - Report the card number to local clinic or mail card to State Office (address on back of card)

- Local clinic will contact client and have them pick up eWIC card at your store or they will issue client a new eWIC card and deactivate the lost one, and instruct store to destroy

- Store will have a designated location where lost items can be claimed

- Only destroy an eWIC when instructed to do so
Shelf Tags

- By October 1, 2016, only the new purple tags should be displayed for stocked items
  - Remove any discontinued tags or tags of any color other than purple
- Shelf tags are provided to help clients select correct foods
- Stores using WIC approved self-printed tags are not required to display Indiana WIC Program- provided shelf tags
  - The WIC acronym and logo may not be used on shelf tags that are not provided or approved by the State WIC office
- For printable shelf tags go to, IN.gov/isdh → WIC → Vendor Information (left side of screen) → WIC Store Shelf Tags (bottom of page)
Cash Value Benefit (CVB)

CVB is a fixed dollar amount eWIC card benefit used to purchase fruits and vegetables

**How to Redeem eWIC card CVBs:**

- The CVB total for the entire household will be available on the eWIC card
- Client will use eWIC card to purchase fruits and vegetables
- If cost is over dollar limit client may:
  - Complete a split tender transaction and pay the dollar amount over the remaining benefits
  - Return item(s) to stay within the dollar amount
- WIC vendors are required to allow split tender transactions or to allow clients to void unwanted fruit and/or vegetable purchases
- Cash back is not allowed
CVBs: Decorative Pumpkins

- Pumpkins:
  - Regular, plain pumpkins are WIC-eligible

- Reminder: Ornamental and decorative fruits and vegetables such as chili peppers on a string; garlic on a string; gourds; painted pumpkins are not WIC-eligible
  - Decorative pumpkins are those that come pre-decorated and are not WIC-eligible
PLU Codes and Fresh Produce

- Fresh produce can only be redeemed using PLU codes
  - Fresh produce inventory changes frequently, and the state could not update the Approved Products List (APL) as quickly as necessary
- Fresh produce with UPC codes need to be mapped or linked to corresponding PLU codes
- Stores must perform PLU mapping using one of the two following methods:
  - Map all fresh produce to general eWIC produce code 4469
  - Map each fresh produce item to the corresponding PLU code in the IFPS standards
    - Example; Map blueberries to 4240 or 42406
- Stores must also allow manual entry of PLU codes for items where PLU mapping has failed or not taken place
  - Example: Manually enter PLU codes 4469, 4240, or 42406 when blueberries do not ring up
eWIC Overview

- As of September 6, 2016 all counties in Indiana will be rolled out for eWIC
  - You may continue to see WIC checks in your stores until December 2016
    - Example: Clients in Marion Co. that received three months worth of checks on September 2, 2016 will have checks with a last-day-to-use date in the beginning of December 2016

- Your store should accept WIC checks and eWIC cards
  - Do not turn away customers with WIC checks
eWIC Overview Continued

- WIC clients will initially visit the WIC clinic to receive their eWIC card and shopping list
  - Benefits for the entire household are on one card
  - Each month’s benefits are reloaded to the eWIC card

**eWIC Check Out Procedures**

- After a client has selected the food item(s) they wish to purchase they will choose a checkout lane that accepts eWIC.
- They should tell the cashier they are using an Indiana eWIC card and ask if they need to separate their WIC purchases from non-WIC purchases
- Cashier will scan items to confirm they are WIC approved and can be purchased that day
- Either the client or cashier will swipe the eWIC card
- The client will enter their four (4) digit PIN number
  - This is the only verification that needs to be done
  - Client signature is no longer required
- The cashier should give the client a receipt at the end of the transaction which displays the beginning benefits available, the items purchased and the ending/current benefits available
Balance Inquiries

- Balance Inquires show clients the benefit categories and quantities available for purchase.
- Stores are required to run a balance inquiry when asked by a client.
- Inquires can be run:
  - Before a transaction
  - After a transaction
  - Without a purchase being made
- Balance Inquires can be used to help resolve eWIC issues and potentially identify non-WIC items or already redeemed benefits.
Commonly Encountered Redemption Issues

- Product is not a WIC eligible product
  - Due to the nature of paper checks, some items that were previously deemed as eligible by stores and/or lane personnel may in fact be ineligible

- Product is a valid WIC product, but will not run
  - Store UPC may not be in the Indiana Approved Products List (APL)
  - Check with Indiana WIC to see if UPC in question resides in APL
    - UPC Update Request Form Instructions and UPC Update Request Form can be found at www.wic.in.gov

- Benefits not available
  - Client has no valid benefits
  - Ask client to execute a balance inquiry to verify benefits are present and that your store has connectivity

- Product is authorized, but not a part of client’s food package
Transaction Issues: Integrated and Stand Beside Retailers

**Integrated Retailer**
- An integrated retailer is a larger store that has registers that can accept eWIC transactions without additional equipment
  - Example: Walmart, Kroger, Meijer
- Integrated retailers are encouraged to contact your corporate office/Third Party Processor (TPP) to handle any transaction issues occurring at store
  - Transmission errors will return an error similar to “transaction failed” or “system error”

**Stand Beside Retailer**
- A stand beside retailer is usually a smaller store with only a few lanes that has a separate device for eWIC transactions
- If a stand bedside retailer has a transmission issue you are encouraged to call the retailer help desk @ (855) 222-0502
Vendor Manual Changes

- Vendor Manual is under review at State office

- Once edits have been finalized, an email will be sent to the email noted on the Vendor Application for your store with the updated Vendor Manual attached or a link will be given in the email that will direct you to the Manual
  - Vendors without email will be mailed a copy of the manual

- Check references will be removed from the Manual
  - Please reference the Vendor Manual dated October 1, 2015 if you have check related issues, or call your local agency for guidance
WIC Approved Food Test

1. Aunt Millie’s 16 oz. Raisin Swirl bread
2. 10 oz. frozen package of Cascadian Farms Organic Strawberries
3. 18 oz. Honey Bunches of Oats Whole Grain Almond Crunch cereal
4. 11.5 oz. container Welch’s Purple Grape Juice Cocktail frozen concentrate
5. Tio Santi 16 oz. Whole Wheat tortillas
6. Fresh spinach leaves from the salad bar
7. Nature’s Own 16 oz. 100% Whole Wheat bread with Honey
8. 3 lb. bag Earthbound Farm Organic Red Potatoes
9. 16 oz. Aunt Millie’s 100% Whole Wheat bread
10. Healthy Life 16 oz. 100% Whole Grain Wheat Sugar Free bread
WIC Approved Food Test Answers

1. Not allowed: does not meet USDA’s whole grain requirement
2. Allowed
3. Allowed (newly approved)
4. Not allowed: Juice Cocktails are not allowed
5. Allowed (newly approved)
6. Not allowed: Spinach bar items are not allowed
7. Allowed (newly approved)
8. Allowed
9. Allowed (newly approved)
10. Not Allowed: does not meet USDA’s whole grain requirement
Stocking Requirements

- Gerber Infant Formula
  - (6) 12.1 ounce containers of Gerber Good Start Gentle concentrate
  - (20) 12.7 ounce cans of Gerber Good Start Gentle powder
  - (5) 12.9 ounce cans of Gerber Good Start Soy powder
  - (5) 12.4 ounce cans of Gerber Good Start Soothe powder
Stocking Requirements Continued

- **Milk**
  - Total of 12 gallons
  - 3 gallons whole, 2 gallons 2% and 7 gallons low fat and skim

- **Cheese**
  - (2) kind
  - (3) pounds of domestic pre-packaged block, sliced, shredded, cubed, string, stick or crumbles

- **Eggs**
  - (3) one-dozen containers
  - White
  - Large or extra large

- **Juice**
  - (15) 64 ounce containers
    - (3) kinds
  - (5) cans of 11.5 or 12 ounce frozen or shelf stable juice concentrate
    - (2) kinds
Stocking Requirements Continued

- Cereal
  - (6) kinds dry
  - (1) kind cooked
  - A total of 20 boxes
  - Must stock at least 1 whole grain cereal

- Peanut Butter
  - (5) 16-18 ounce jars

- Dried Beans, Peas or Lentils and Canned Beans
  - (2) kinds dry beans
    - (3) pounds total in 1-pound bags AND
  - (128) ounces canned beans
    - 15 to 64 ounce cans
Stocking Requirements Continued

- Infant Cereal
  - (8) 8 ounce containers
  - (2) kinds

- Infant Food
  - (48) 4 ounce jars or (24) 2 packs of 4 ounce tubs
  - (2) varieties each of fruits and vegetables
  - (16) 2.5 ounce jars of meat only
    - May include broth

- Bread
  - (5) loaves of 16 ounce whole grain bread

- Fruits & Vegetables
  - ($30.00) worth of fresh fruits and vegetables
  - (2) varieties of each
Vendor Complaints

- As a WIC vendor you have the right to file a complaint against a WIC client

- Form should be filled out with specific information on what was said and done by the client

- Complaint form is available at www.wic.in.gov under the Vendor Information tab

- Using the eWIC receipt from the transaction, please provide at least the last 4 digits of the client’s eWIC card and a physical description of the client

- Send complaint to the state WIC office at WICVendorMail@isdh.in.gov
WIC Pharmacies

- Pharmacies may provide only formula and WIC eligible nutritionals

- Special order formula must be provided within two working days
  - Reason: this is the infant’s only source of food

- If someone asks you about a special formula that you do not have, refer them to your store pharmacy or to a pharmacy on the list provided to the client by the WIC clinic
WIC Pharmacies Continued

- WIC clients prescribed special order formula may be given a form by WIC clinic staff to help the client and the pharmacy order the correct special formula item.

- Clients with WIC checks and eWIC cards may be given a special order formula form.
  - The use of this form is not mandatory.
  - The reason for the form is the eWIC shopping list description may be less descriptive for special order formula than WIC checks due to the limited amount of characters that can be used in a description.
  - The use of this form for eWIC clients is strongly encouraged but not required.
### Special Order Formula Form: Example

#### Special Order Formula Form Details
- Local WIC Program name
- Local WIC Program city and contact number
- Local WIC staff contact person
- Client name
- Client WIC ID #
- First day and last day to use benefits
- Picture of product
- Description of product
- UPC code(s) for product
- USDA Nondiscrimination Statement

<table>
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<tr>
<th>Local WIC Program name</th>
<th>Local WIC Program city and contact number</th>
<th>Local WIC staff contact person</th>
<th>Client name</th>
<th>Client WIC ID #</th>
<th>First day to Use</th>
<th>Last day to Use</th>
<th>Picture of product</th>
<th>Description of product</th>
<th>UPC code(s) for product</th>
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<tbody>
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<td>Elkhart County WIC Program</td>
<td>Elkhart, IN (574) 533-6765</td>
<td>WIC Contact:</td>
<td>Participant:</td>
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<td>5/5/2016</td>
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<td>Case(s) (24 cans/case) PediaSure 1.5 Cal w/ Fiber</td>
<td>UPC#: 07007456411 - 070074564128</td>
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</tr>
</tbody>
</table>

#### USDA Nondiscrimination Statement

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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint_filing_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410
2. fax: (202) 690-7944
3. email: program.intake@usda.gov

Indiana WIC – 2 North Meridian St. – Indianapolis, IN 46204 1.800.522.0874 - [www.in.gov/wic](http://www.in.gov/wic)
FY 17 Vendor Food Card
Non-discrimination Statement

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(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.