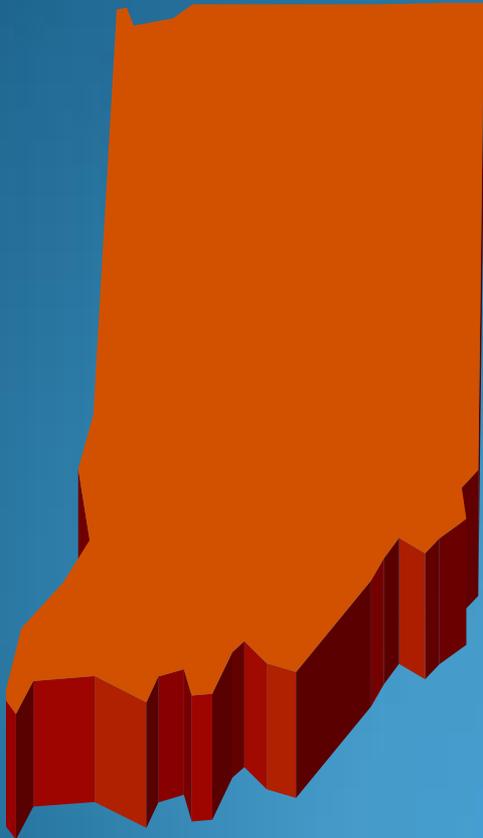


Indiana WIC Vendor Training



2011

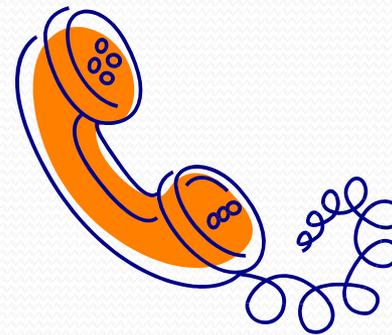
Vendor Training Agenda

- Welcome/Introductions



Local WIC Contact Information

- Local Agency Contact
- Number of Participants
- Local Service Area
- Name of Clinic
- Mailing Address of Clinic
- Local WIC Contact Name
- Days Available
- Hours Available
- Phone Number



State WIC Contact Information

State Agency Contact

Indiana State Dept. of Health – WIC
2 N. Meridian St. 8B
Indianapolis, IN 46204

800-522-0874

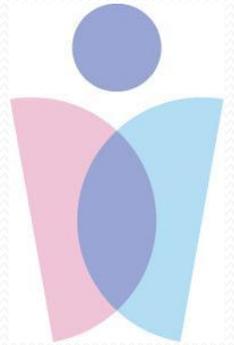


Vendor Team

- Doug Cooper 317-234-2258 dcooper@isdh.in.gov
- Fred James 317-233-7938 fjames@isdh.in.gov
- Dan Labus 317-233-5586 dlabus@isdh.in.gov
- Doug Wray 317-234-7250 dowray@isdh.in.gov



What is WIC?



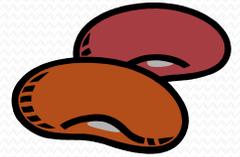
- WIC stands for Women, Infants, and Children.
- WIC is funded by the United States Department of Agriculture and run by the Indiana State Department of Health and local sponsoring agencies.
- WIC provides nutrition education and healthy supplemental foods to pregnant women, breastfeeding women, postpartum women, infants, and children up to the age of 5.
- Indiana WIC spends approximately \$120 million annually to purchase food through authorized stores.

WIC Food Card

- Specifies the only foods allowed for WIC participants. Pictures and “not included” descriptions help to identify these WIC approved foods.
- Pay careful attention to food brands, sizes, and containers. These may be specified on the food card or left open to WIC participant choice.
- WIC Approved Food Cards are provided to each WIC participant and to authorized WIC vendors for each cash register.
- Many infant formulas and medical foods are allowed, though not on the food list. Allow them only when specified on the check. Some examples:
 - Neocate
 - Nutramigen

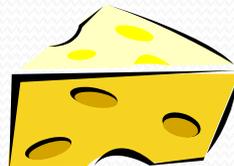
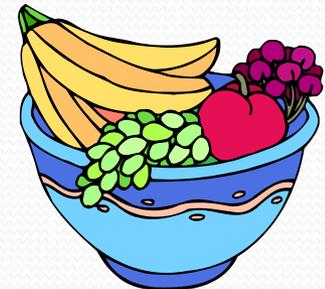
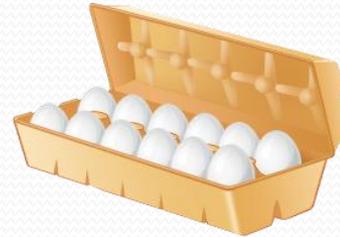


WIC Food Card Cont'd

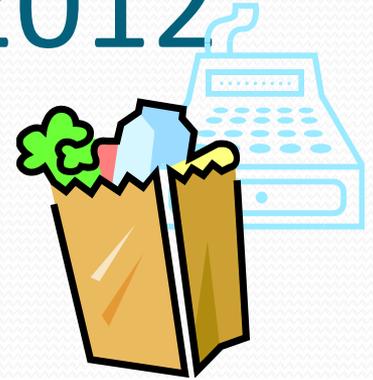


Food Groups

- Cereal
- Juice
- Milk and Cheese
- Eggs
- Dry and Canned Beans
- Peanut Butter
- Bread, Tortillas, and Brown Rice
- Fresh and Frozen Fruits and Vegetables
- Tuna, Salmon and Sardines
- Infant Cereal
- Infant Food
- Formula



Food Card Changes FY 2012



- Foods Added:
 - Soy Milk
 - 8th Continent Soymilk Original-1/2 gallons, unflavored is allowed when listed on the check; no other brands are approved.
 - “soy” is deleted from “not included”
 - Gerber infant formulas replace Enfamil formulas
 - Gerber Good Start Gentle concentrate.
 - Gerber Good Start Gentle powder.
 - Good Start Protect powder
 - Gerber Good Start Soy powder.

Food Card Changes FY 2012 Cont'd

Changes:

- Infant cereal picture changed to a generic box because the “Issuance of checks requiring the purchase of Gerber brand ends December 31, 2011.” Provide Gerber or “any brand”, as stated on the check.
- Baby Food
 - Add “Stage 2”, Beech Nut stage 2 ½ is for older infants, are labeled “TEXTURES”, cost more and are not allowed.
 - Wording changed to clarify that mixed fruits, mixed vegetables, and mixed fruits with vegetables are approved.
- A picture of a generic infant formula can was added and wording changed to “Brand, type, and size specified on check. No substitutions”
- Juice
 - Now reads “64oz. only, shelf stable or refrigerated, any container .”

Food Card Changes FY 2012 Cont'd

More changes:

- Cereal-10 oz minimum size allowed
- Eggs-clarify by adding “Eggland’s Best or other specialty eggs” to “not included”
- Fish:
 - Change to “Up to 30 oz., can or foil pouch, any size, packed in water, oil, or vegetable broth.” Flavored sardines are allowed.
 - Change “not included” statement to “Fresh or frozen, flavored tuna or salmon, yellow fin or albacore tuna, or organic.”
 - King Oscar sardines are no longer in the “not included” section.
- Cheese:
 - Add “US made, prepackaged”
 - Add to “not included”: “from the deli area, random weight (non-uniform sizes typically labeled in decimals, e.g. .62 lb.)”

Shelf Tags

- Shelf tags are provided to help WIC participants select approved foods.
- The WIC acronym and logo may not be used on any shelf tag other than those provided by the WIC Program.
- Blue shelf tags will remain in use until new ones are provided; remove any tags that are not the current color.
- New tags will be provided for Gerber formulas.
- Remove Enfamil, Prosobee and Gentlease tags on Nov. 1, 2011.
- Shelf tags must be displayed at all times on stocked food items.
- Do not display tags for items not stocked.
- Replacements are available from your local WIC agency.

Cash Value Voucher

- **Cash value voucher (CVV)** is a fixed dollar amount WIC check used to purchase only fruits and vegetables.
- Redemption rules for CVVs are the same as checks.
 - Fresh and frozen allowed
 - Dollar amounts of \$6, \$10, or \$15 are printed on the CVV.
 - Do not write in more than the CVV allows. Your store will not get paid for amounts over what is allowed. This is the most commonly rejected check.
 - If the cost goes over the allowed amount, the WIC participant may pay the amount over the face value or items may be voided to stay within the allowed amount.
 - If the cost is less than the face value, simply enter the total. Cash back is not allowed.

WIC Checks With UPC Codes

- Some WIC checks for special formula may contain a UPC code – fill these checks for the product and UPC code listed on the check.

Indiana State Department of Health
 WIC Program

WIC I.D. NO. [REDACTED] NAME OF PARTICIPANT [REDACTED] 14/13 66278662
 AG/CL 66278662

Payable Through
 United Community Bank
 Marietta, GA
 64-1968
 611

ANY AUTHORIZED INDIANA
 WIC VENDOR ONLY
 FOR THESE ITEMS, SIZES, QUANTITIES ONLY

QTY.	DESCRIPTION (NO SUBSTITUTIONS ALLOWED)	WIC USE ONLY	FIRST DAY TO USE
004	ELECARE OR ELECARE FOR INFANTS W/DHA & ARA 14.1-OZ POWDER CONTAINER(S) UPC#070074535111 XXX END OF ORDER XXXX	APPROVED PRICE CORRECTION WIC USE ONLY 1	AUG 3, 2011
		CASHIER INITIALS [Signature]	DATE USED 8/4/2011
		ACTUAL \$ AMOUNT 164.82	LAST DAY TO USE SEP 2, 2011
			VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DAY TO USE
			2683 VENDOR USE INDIANA WIC STAMP HERE
			[REDACTED SIGNATURE]
		PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED	

Farmers Market Checks

Copy of a Farmers' Market check.

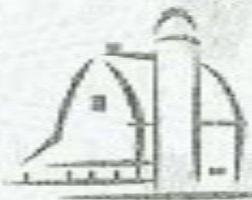
- Valid only at Farmers Markets.
- Grocery stores may not redeem these checks.
- The dollar amount is \$3.00.

Indiana State Department of Health
WIC Program

12541739 CARSON C. PEIGHTER 03/01 23895284

Payable Through
Southern National
Bank, SA
64-888
61

FOR THESE FEES, FINES, ORDINANCES ONLY

VIC/USE ONLY	FIRST DAY TO USE	APR 27, 2009
N/A	DATE USED	N/A
PROVIDER PRICE (BORROW) VIC/USE ONLY	LAST DAY TO USE	OCT 31, 2009
CASHER INITIALS	VENDOR MUST DEPOSIT WITHIN 31 DAYS OF LAST DAY TO USE	
N/A		
ACTUAL \$ AMOUNT	VENDOR PLACE INDIANA WIC STAMP HERE	
\$3.00		
CITY: DESCRIPTION (NO SUBSTITUTIONS ALLOWED) ***VALID ONLY AT AUTHORIZED FARMERS MARKETS AND MAY BE USED ONLY FOR FRESH FRUITS AND VEGETABLES VALUE = \$3.00 NO CHANGE PERMITTED		
		
PARTICIPANT/PROVIDER SIGN HERE ONLY AFTER PRICE IS ENTERED		

230952843 1061119684 207210376

Medicaid Issued Formula Checks

- WIC is the secondary provider of formula for some infants on Medicaid.
- WIC clinics print dummy checks to track Medicaid provided formula.
- **Do not take these checks**, they are not valid for redemption.

Medicaid Issued Formula Check

Indiana State Department of Health
WIC Program



PAY TO THE ORDER OF

ANY AUTHORIZED INDIANA WIC VENDOR ONLY

FOR THESE ITEMS, SIZES, QUANTITIES ONLY

10103840 WIC I.D. NO. AAAAAA A AAAAA NAME OF PARTICIPANT 43/02 65838192 AG/CE 65838192

Payable Through
United Community Bank
Marietta, GA
64-1968
611

QTY.	DESCRIPTION (NO SUBSTITUTIONS ALLOWED)	WIC USE ONLY		FIRST DAY TO USE	AUG 2, 2011
		APPROVED PRICE CORRECTION WIC USE ONLY		DATE USED	
		CASHIER INITIALS		LAST DAY TO USE	SEP 1, 2011
		ACTUAL \$ AMOUNT		VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DAY TO USE	
				VENDOR PLACE INDIANA WIC STAMP HERE	
001	SPECIALTY FORMULA PROVIDED THROUGH A NON-WIC PROGRAM **PLEASE DESTROY**NON-NEGOTIABLE** XXX END OF ORDER XXXX				
		X		PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED	

⑈658381923⑈ ⑆061119684⑆ 02503027⑈

Redeeming WIC checks and CVVs

Provide only the foods listed on the check, no substitutions are allowed. Always allow whatever is on the check, even in the rare instance when an item is not on the WIC approved food card.

1. Ask to see the WIC ID folder.
 - a. Don't redeem checks without an ID folder. It lists everyone authorized to redeem checks.
 - b. No other ID is needed.



2. Redeem one check at a time.
 - a. Participants are instructed to separate WIC foods from other purchases & also by individual WIC check. If they don't separate foods, ask them to do so.

Redeeming WIC checks



3. Look at the check.
 - a. If today's date is not within the dates of use on the check, or the check has been altered, tell the participant that you cannot redeem the check.
 - b. Compare the foods listed on the check with the foods grouped with the check. They must match the check.
 - c. If they match, scan the foods in the same order that they appear on the check and complete the transaction by writing in the dollar amount of the purchase, today's date, and your initials or ID number. Get a participant signature and then go to the next check.
 - d. If a food is not WIC approved and the scanner rejects it, then work with the participant to get the correct food, or the participant may choose to do without the item.
 - e. If the food is allowed by the WIC Approved Food Card, but the scanner rejects it, override the scanner to allow the food for WIC purchase. Report the scanner programming error for correction.

Redeeming WIC checks and CVVs Cont'd

4. Have the participant sign each check to complete the transaction.
 - a. Must use dark blue or black ink and be in the signature block on the check.
 - b. Verify that the signature matches one of the signatures on the ID folder.



5. Provide a customer receipt that has been marked “WIC”.

Note:

On Cash Value Vouchers (CVV), never write in a dollar amount higher than the maximum dollar amount listed on the check. Participants may pay any dollar amount over the maximum listed on the check.

Redeeming WIC checks and CVVs Cont'd

- Our banking agent edits each check for dates, signature, ID stamp, alterations, and price.



- If a check is rejected for payment, an image of the check is returned to your store with the reject reason stamped on the check. Consult your local WIC contact person or page 7 in your WIC Vendor Manual for direction on what to do.

WIC FOODS TEST

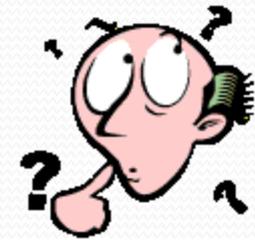
WIC approved?



WIC Approved Foods Test

Check mark the WIC approved foods

1. MultiGrain Cheerios, 9 oz box.
2. Traditional Refried beans (with lard on ingredients label), 16 oz.
3. Refrigerated 100 % Orange Juice 64 oz. plastic container, 120% Vit C
4. Kellogg's Raisin Bran, 12.6 oz.
5. Campbell's Tomato Juice, 46 oz. can.
6. Quaker Golden Grahams, 16.4 oz.
7. Kraft Shredded Pizza Cheese (Mozzarella and Colby), 18 oz.
8. Mozzarella string cheese, individually wrapped ,12 oz
9. Red Salmon, 6.2 oz. pouch.
10. Welch's Red GrapePeach juice, 64 oz.
11. Beech Nut baby food carrots Stage 2 ½ , 4 oz. glass jar.
12. 8th Continent Soymilk Original, ½ gallon
13. Peter Pan Reduced Fat Peanut Spread, 16.3 oz. jar.
14. Wonder bread 100% whole wheat, 20 oz.



WIC Approved Foods Test

15. Kraft Cracker Barrel Sharp Cheddar, 10 oz
16. Frozen tater tots with onion (with cash value voucher for \$6.00).
17. Cut carrots, celery, broccoli, radishes on a styrofoam plate (with cash value voucher for \$10.00)
18. Malt-O-Meal Frosted Mini Spooners cereal, 18 oz
19. Gerber Oatmeal with Bananas infant cereal, 8 oz. box.
20. Whole wheat buns 16.0 oz.
21. Beech Nut baby food sweet potato-apple, 4 oz. jar
22. Eggland's Best eggs, 1 dozen.
23. Indian Summer 64 oz. 100% Apple Juice, 120 % vitamin C
24. Honey Bunches of Oats Very Berry cereal, 15.5 oz.
25. Old Orchard frozen apple juice with green pull tab, 11.5 oz



Stocking Requirements

Your store has agreed to maintain the following items on hand at all times:

1.) Gerber infant formula:

- a. (12) 12.1-ounce containers of Gerber Good Start Gentle concentrate.
- b. (20) 12.7-ounce cans of Gerber Good Start Gentle powder.
- c. (5) 12.4-ounce cans of Good Start Protect powder.
- d. (5) 12.9-ounce cans Gerber Good Start Soy powder.

Stocking Requirements

2.) Milk: Total of 12 gallons

Whole, reduced fat, low fat, and skim milk in gallons.

3.) Cheese:

a. 2 kinds.

b. 3 pounds of domestic pre-packaged block or sliced cheese.

4.) Eggs: 3 one dozen containers, any size.

5.) 100% juice and 120% Vitamin C:

a. (15) 64-ounce containers, at least 3 kinds

b. (5) cans of 11.5 or 12-ounce frozen juice or shelf stable concentrate, at least 2 kinds.



Stocking Requirements

6.) Cereal:

a. 6 kinds of dry.

b. 1 kind of cooked, a total of 20 boxes. Must stock at least one whole grain cereal.

7.) Peanut butter: five (18) ounce jars.

8.) Dried beans, peas, and lentils:

2 kinds for a total of 3 pounds in 1 pound bags, or 128 ounces of canned beans, navy, kidney, garbanzo or fat free refried beans.

Stocking Requirements

- 9.) Infant cereal: Gerber Infant Cereal (**Beginning 1/1/12, any brand**)
 - a. 8 (8-ounce) boxes, 2 kinds without fruit
- 10.) Beech-Nut Infant Food:
 - a. 96 (4-ounce) glass jars, 2 varieties each of fruits and vegetables.
 - b. 31 (2.5-ounce) glass jars meat only; may include broth or gravy.
- 11.) Bread: 10 loaves (16-ounce) whole grain bread.
- 12.) Fruits and vegetables:
\$30 worth of fresh fruits and vegetables; 2 varieties of each.



Vendor Complaint Form



- Yes, as a WIC vendor, you have the right to file a complaint against a WIC participant.
- Please fill out the form with specific information on what was said and done by the WIC participant.
- Description: height, weight, age, race, name, WIC HOUSEHOLD ID, location, any witnesses, time, and date.
- Send it to your local WIC contact and we will take the appropriate action.



WIC Pharmacies



- Pharmacies may only provide formula.
- Special order formula must be provided within two working days because this is the infant's only source of food.
- If someone asks you about a special formula that you do not have, please refer them to your store pharmacy or to a pharmacy on the list provided to the participant by the WIC clinic.

BLUNDERS!



The most common mistakes:

1. Not separating WIC purchases from other purchases.
2. ***Cashiers not looking at what is on the checks.***
3. Participants not signing check.
4. Taking checks early.
5. Writing in an amount over the stated limit on a CVV.