

WIC Vendor e-Bulletin

January 2016

Welcome to the January 2016 Washington State Department of Health (DOH) WIC Vendor e-Bulletin. Please share this with all staff involved in WIC. Update employee training records for staff who read this document. You can find a copy of this document and back issues of recent e-Bulletins on our DOH WIC website:

<http://www.doh.wa.gov/YouandYourFamily/WIC/WICRetailers>

What's New

Infant Formula Label Changes

As of January 1st, the labels for Gerber Good Start Gentle and Similac Advance are changing. UPCs and container sizes for these products remain unchanged. Both versions of the labels are approved for WIC sales, as long as the formula isn't expired and matches what is printed on the check. The new label changes are shown below.



Gerber Good Start Gentle
(old label on left and new label on right)
Both are WIC Approved



Similac Advance
(old label on left and new label on right)
Both are WIC Approved

Reminders

Whole Grain Choices vs. Breakfast Cereal – No Substitutions

There seems to be confusion with some stores selling breakfast cereal when “whole grain choices” is printed on the check. These two categories are NOT interchangeable. If you sell an item from a category of foods NOT listed on the check, this is a substitution. Substitutions are contract violations and can lead to your store being disqualified from WIC and SNAP. Approved breakfast cereals can only be purchased with a WIC check that has “breakfast cereal” printed on the check. Additionally, approved items from the whole grain choices category can only be purchased with a WIC check that has “whole grain choices” printed on it.

WIC Vendor e-Bulletin

January 2016

WIC Vendor Training Reminder

Every WIC authorized store in Washington must meet all WIC training requirements. Part of this requirement is met by having all employees who interact with WIC transactions read all of the training materials provided by WIC.

The following resources are provided for training purposes and reference on our website: <http://www.doh.wa.gov/YouandYourFamily/WIC/WICRetailers>

- Annual WIC Training Document
- Quarterly WIC e-Bulletins
- Current WIC Shopping Guide
- WIC Memos – containing program changes and important WIC information

Documentation of ongoing WIC training is required. It is best to keep all WIC training information in a single document, to be presented upon request during a WIC monitor visit. This WIC training log should contain the source of the training information (e-bulletin, shopping guide, etc.), the name of the individual(s) who received the training, their signature, and the date the training took place.

In addition to the documented ongoing training required by WIC, a representative from each store is also required to attend a state sponsored interactive training once per contract period. Interactive trainings are hosted each year at a location within or nearby the county the store is located in. Each year we send out a training schedule that contains the locations, dates and times of all trainings offered for the year. The 2016 WIC interactive training schedule will be announced in February.

2015 Washington WIC Fraud and Compliance Investigation Summary

Below is a summary of WIC Compliance Team investigation activities for 2015:

- Covert Compliance Buys – 140
- Contract Violations Observed During Compliance Buys – 80
- Top 3 WIC Violations
 - WIC Product Substitutions – 40
 - Accepting Pre-signed WIC Checks – 31
 - Failure to Check ID – 29
- WIC Vendor Cases Initiated – 51
- WIC Vendors Disqualified – 3
- Claims Charged to WIC Vendors – \$23,939.94

WIC Vendor e-Bulletin

January 2016

WIC Vendor Contract Information – Selection Criteria

The WIC Vendor Selection Criteria lists all the things vendors must have in place at the time of WIC authorization, and **maintain throughout the contract period.**

Selection Criteria Reminders for Washington WIC Vendors:

- Use approved suppliers for WIC approved infant formula and foods
- Meet our WIC Minimum Inventory Requirements (MIR)
- Meet our definition of a full line grocer, which includes carrying many non-WIC products
- Be authorized for the Supplemental Nutrition Assistance Program (SNAP)
- Maintain specific inventory records
- Selection criteria information can be found by clicking the following link:
<http://www.doh.wa.gov/Portals/1/Documents/Pubs/960-208-WICRetailerSelectionCriteria.doc>

Make sure your store meets our Vendor Selection Criteria at all times. We will be reviewing this criteria during monitors (inspection visits) and covert compliance buys. Failure to meet all the criteria can lead to disqualification from both WIC and SNAP.

Looking Ahead

WIC Washington Administrative Code (WAC)

The Washington WIC Program is Writing a Participant Compliance Rule (WAC) to:

- Clarify WIC participant rights and responsibilities
- Establish program violations and sanctions
- Clarify the hearing and appeals process

Click the following link to view: [Initial notice for rule making \(CR101\)](#)

We will schedule a public hearing on this rule in summer/fall 2016. We will post more information before the hearing date.

If you have questions, contact Margaret Hansen at (360) 236-3763 or email Margaret.hansen@doh.wa.gov

WIC Vendor e-Bulletin

January 2016

Washington WIC Electronic Benefits Transfer (EBT)

Expected in 2018, Electronic Benefits Transfer (EBT) cards will streamline the WIC purchasing process. When WIC EBT is implemented in Washington, plastic cards will replace paper checks.

The WIC EBT card automates WIC transactions:

- UPCs used to identify WIC approved foods
- Automatic purchase authorization through the card
- No manual check processing or stamping of checks

Washington WIC provides food and nutrition guidance to more than 170,000 clients. Ten million dollars per month is spent at WIC authorized vendors. WIC plays an important role in providing nutrition to Washington families and communities. Your partnership and participation in Washington WIC is appreciated.

When Will Washington WIC EBT Be Here? (Tentative dates)

- July 2016 - WIC EBT Service Provider begins work
- May 2017 - WIC EBT Pilot (start)
- Sept 2017 - WIC EBT Statewide Rollout (start)
- Feb 2018 – WIC EBT Implemented Statewide February 2018

We encourage you to reach out to us with your thoughts and questions about EBT for Washington WIC. Contact Todd Mountin at (360) 236-3617 or Todd.mountin@doh.wa.gov.

Additional WIC Resources for Vendors

Online Retailer Application Portal (ORAP) Reminders

- ORAP allows stores to apply for WIC and submit prices online
- Access ORAP by logging into Secure Access Washington (SAW)
- Use the following link if you need to create a SAW account:
<https://secureaccess.wa.gov/public/saw/pub/displayRegister.do>
- If you are a new user, you must create a SAW login ID and submit a “role request” in ORAP
- For help, contact a WIC Vendor Management Specialist at 1-800-841-1410
- You can also email us at the following address: wicretailmanagement@doh.wa.gov

WIC Vendor e-Bulletin

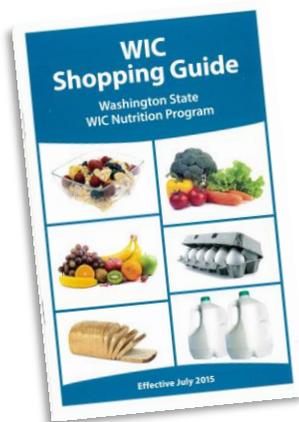
January 2016

Dates ORAP will be unavailable in 2016 (outside the regular Thursday evenings):

- 5:00pm **February 12, 2016** thru 6:00pm **February 13, 2016**
- 5:00pm **June 10, 2016** thru 6:00pm **June 11, 2016**
- 5:00pm **September 9, 2016** thru 6:00pm **September 10, 2016**
- 5:00pm **December 9, 2016** thru 6:00pm on **December 10, 2016**

WIC Vendor Materials and Resources

If you need additional WIC Shopping Guides, new WIC store stamps, WIC shelf tags, WIC door signs, or WIC training materials for store employees, call us at 1-800-841-1410, ext. 3615. You may also email us at: wicretailmanagement@doh.wa.gov



Need reports, technical assistance or have a question?

Call the WIC Customer Service Desk:

Monday – Friday, 8:00 a.m. to 5:00 p.m. at 1-800-841-1410

This institution is an equal opportunity provider.

Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)

