



Arizona WIC Program

Annual Vendor Training 2016

Welcome to the Arizona WIC Program Vendor Training. This newsletter will serve as your annual Vendor training for Federal Fiscal Year 2016. The information provided will help you and your staff handle and understand WIC transactions and the benefits of the WIC Program for you and your customers.

It is the responsibility of the owner, store director and/or manager to ensure that this training information is made available to all store employees who handle WIC transactions.

The topics that will be covered in this issue include:

- What is WIC
- Changes for FFY 2017
- Authorized Foods
- Minimum Stock and Variety Requirements
- Infant Formula Purchases
- WIC Redemption Procedures
- Violations and Sanctions
- Vendor Claims
- Complaint Process
- Incentive Item Prohibition



The Vendor plays an important role in the health care community and is vital to the success of the WIC Program. The Vendor is the final step in the WIC process to ensure that participants receive the nutritious foods that they need to meet their nutritional goals.



What is WIC?

WIC is a supplemental nutrition program that is federally funded by the United States Department of Agriculture (USDA). WIC is designed to improve the nutritional health of income-eligible pregnant, breastfeeding and postpartum women, infants, and children up to five years old. The WIC Program provides participants with nutrition education, breastfeeding education and support, referrals to health care and social service programs, and nutritious foods.

The purpose of the program is to:

- Improve the outcome of high-risk pregnancies
- Decrease low birth weight in infants
- Prevent obesity and iron-deficiency anemia
- Improve poor growth patterns and dietary habits of participants



Upcoming Changes for Federal Fiscal Year 2017

The Arizona WIC Program makes revisions to the Vendor Manual and/or the Vendor Contract to meet changing demands. The changes made in the Arizona WIC Program Vendor Manual and Contract become effective October 1 or on the date specified in the notification of the change and supersede any previous versions. For Federal Fiscal Year 2017 (**effective October 1, 2016**), the Vendor Contract and Manual have been updated as follows:

Vendor Contract:

- Clarification for the term “WIC food instruments” to include paper food instruments, cash value vouchers, and electronic benefits transfer (eWIC cards).
- Requirements for eWIC were incorporated into the Vendor Responsibilities section.
- The addition of a new section: eWIC Grand Funds and Cost Sharing

Arizona WIC Program Vendor Manual

- All Sections - All sections throughout the Vendor Manual have been updated to include language as it pertains to upcoming eWIC policies.
- Section 2 - Foods - This section has been updated to include information regarding the Approved Product List (APL) for eWIC and reflect changes to the Food List.
- Section 3 - Food Instruments - This section was revised to change Cash Value Food Instrument (CVFI) to Cash Value Voucher (CVV).
- Section 9 - Violations and Sanctions - This section has been updated to include six (6) additional violations and sanctions.

The Vendor Manual is available in a CD format viewable via computer; it is also available online at: <http://azdhs.gov/azwic/vendors/manual.htm>.

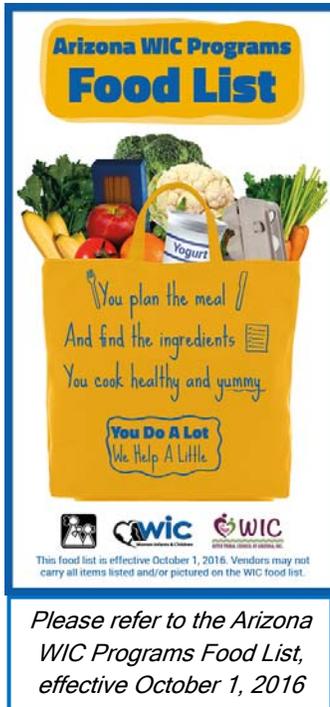
Future Updates



As the Arizona WIC Program gets closer to the implementation of eWIC, changes and updates to the Vendor Manual and Contract will be necessary. All authorized Vendors will be notified via certified mail on changes/updates and required information necessary for your store to handle eWIC transactions.

NOTE: Please be aware that notifications of changes/updates will be sent via certified mail with return receipt requested. Vendors must ensure that their staff accepts and signs for these notices.

Authorized Foods



The WIC Program selects nutritious foods that provide certain vitamins, minerals, and protein. Specific nutrients include: iron, calcium, protein, vitamins A and C, B vitamins, carbohydrates, antioxidants, and fiber.

The Arizona WIC Programs Food List contains foods that are authorized and provides examples of foods that cannot be purchased. The Food List includes a wide variety of food items that will help WIC participants meet their nutritional goals.

Effective October 1, 2016, the following changes will be implemented into the Arizona WIC Programs Food List for these categories:

Whole Wheat Pasta: The following items were added: Barilla, Essential Everyday, Great Value, Kroger, Natural Directions, O Organics, Simply Truth, Organics, Shurfine, Simply Balanced, and Western Family.

Tortillas (Corn and Whole Wheat): Essential Everyday was added.

Cereal: The following items were added: Western Family Crispy Rice; Western Family and WinCo Toasted Oats; Honey Bunches of Oats Whole Grain (Honey Crunch, Almond Crunch, and Vanilla Bunches); and Cream of Wheat in the 1 and 2-1/2 minute varieties.

Infant Foods: Revised the brand name for the Infant Food categories (Meat and Fruits and Vegetables) to say Beech-Nut Classics. Removed barley infant cereal from the list.

Frozen Juice: Removed Dole Pineapple Orange Juice.

Minimum Stock and Variety Requirements

All authorized WIC Vendors must meet and maintain minimum stock and variety requirements for WIC approved foods. The stock must be on the shelf or stored onsite at the store's location. Minimum stock requirements are in place to ensure that the WIC approved foods are available at the store when WIC customers shop.

It is the Vendor's responsibility to ensure that their store has the minimum required amounts at all times. If the Vendor is having issues with their supplier, it is their responsibility to find another supplier to meet the needs of the store.

For your convenience, enclosed is the complete Arizona WIC Program Minimum Stock Requirements for Federal Fiscal Year 2017.

Infant Formula Purchases



The WIC Program recognizes and promotes breastfeeding as the optimal source of infant nutrition. For infants of women who do not fully breastfeed, WIC provides iron-fortified infant formula, including special infant formulas and medical foods when it is prescribed by a physician.

All WIC Vendors are required to purchase infant formula **only** from a supplier that is listed on the enclosed Arizona WIC Program's Infant Formula Suppliers list (Suppliers list). Formula that is not purchased from the Suppliers list will not be counted as part of the minimum stock requirements during monitoring activities (Vendor Site Reviews, Inventory Audits, etc.) and the store will be subject to sanctions.

If a Vendor changes their infant formula supplier, it is their responsibility to notify the WIC Program and provide copies of their invoice records with the new supplier's name, address, and the infant formula listed (Similac Advance and Gerber Good Start Soy) printed on the invoice.

The Federal Fiscal Year 2017 Infant Formula Supplier's List becomes effective October 1, 2016 and can be viewed at: (<http://azdhs.gov/documents/prevention/azwic/vendors/wic-infant-formula-suppliers.pdf>).

WIC Redemption Procedures

WIC Food Instruments

WIC Vendors are responsible for ensuring that WIC Food Instruments are processed correctly. Cashiers must be aware of the program's redemption procedures. They must handle each Food Instrument separately and know what foods are authorized to be purchased with the Food Instrument.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-252-4WIC			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED			DRAFT # 81889783		<small>PAYABLE THROUGH AUTOTRANS: Citibank Alliance Bank, Edward Lake Branch Glendale, AZ 85322 A/C# 880378 78-22487819</small>	
AGENCY 07	CLINIC 01	PARTICIPANT ID 1071521983	PARTICIPANT NAME TEST, PRINT	DRAFT TYPE 003102AZ		AZ WIC USE ONLY		FIRST DATE TO USE 8/1/2016	2
18 OZ (16 TO 18 OZ) PEANUT BUTTER OR 1 LB DRY BEANS/PEAS/LENTILS OR UP TO 64 OZ CANNED BEANS 2 GAL FAT FREE / SKIM / NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY) 1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)						DATE OF USE 5			
4 <div style="text-align: center; font-size: 2em; font-weight: bold; color: blue;">VOID</div>						ACTUAL \$ AMOUNT		LAST DATE TO USE 8/31/2016	2
						\$ CORRECTION ONLY	CASHIER INITIAL		
						\$ 7		PAY TO THE ORDER OF: <div style="text-align: center; font-size: 2em; font-weight: bold; color: blue;">VOID</div>	
						<small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		<small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>	
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE									
SIGNATURE AT STORE:									
						8			
<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER. 8/16</small>									

Below are the steps for cashing WIC Food Instruments:

1. Identify the WIC customer, ask for the WIC ID Folder, Proxy form or Arizona state-issued driver license/ID card.
2. Verify the dates to make sure that the date the customer comes into your store falls on or between the first date to use and the last date to use.
3. Check that the Food Instrument has not been reported lost or stolen.
4. Verify that the items being purchased are listed on the Food Instrument, and in the correct quantities, units, and types.
5. Write in the date of use; cashiers may correct the date only one time and in front of the WIC customer.*
6. Allow the customer to use coupons, store specials, and other promotional specials.**
7. Write in the purchase amount; cashiers may correct the dollar amount only one time and in front of the WIC customer.*
8. Witness the WIC customer's signature, verify that the signature on the Food Instrument matches one of the signatures on the WIC ID Folder, Proxy form or their Arizona state-issued driver license/ID card.
Note: Initials are not allowable signatures.

Allow the customer to re-sign the Food Instrument if the signatures do not match or the Food Instrument is pre-signed.* The signature must be the same name as the original signature and can be re-signed only one time.

9. Give the WIC customer a legible receipt for their WIC purchases.

* See "Correcting Errors" on next page.

** Excludes Above-50%-Vendors (refer to Incentive Item Prohibition on page 6).

Cash Value Vouchers

WIC customers can purchase fruits and vegetables using a Cash Value Voucher (CVV). The CVV can be used to buy any combination of fruits and/or vegetables (fresh, frozen and/or canned). The WIC customer may redeem one or more CVVs in one transaction.

Note: Do not write more than the maximum amount that is printed on the CVV.

Redeeming Cash Value Vouchers

1. Follow the same procedures as you would for cashing a WIC Food Instrument (page 4: steps 1-6).
2. Weigh, scan and calculate the amount of produce being purchased.
3. Enter the dollar amount **up to the maximum** on the CVV.
4. Witness and verify the WIC customer's signature.



WIC customers can use more than one CVV.

When cashing more than one CVV, the same rules apply (steps 1-6), including the following:

- Use the highest value CVV first.
- Make sure each one is within the valid dates.
- Tender and process each one separately.
- Witness and verify the customer's signature.

Note: If the amount of purchase exceeds the maximum printed on the CVV, the WIC customer may pay the difference if they choose by using another method of payment (e.g., SNAP, cash, etc.).

If the customer does not agree to pay the difference, the cashier will need to remove some fruits and vegetables until the amount is at or below the maximum amount on the CVV.

Correcting Errors

There are three areas on the Food Instrument and CVVs that can be corrected **only one time** and in front of the WIC customer:

Date of Use

FIRST DATE TO USE	05/04/2014
DATE OF USE	05/04/14 ME 05/03/14
LAST DATE TO USE	06/03/2014

Actual \$ Amount

ACTUAL \$ AMOUNT	
\$ CORRECTION ONLY	CASHIER INITIAL
22.05	ME
\$ 24.97	

TAX EXEMPT SALE NOT TO EXCEED \$200.00

Signature at Store

- Draw a single line through the incorrect date.
- Write in the correct date.
- Cashier initials next to the change.
- Draw a single line through the incorrect amount.
- Write the correct amount in the "\$ Correction Only" box.
- Initial in the "Cashier Initial" box.
- Draw a single line through the signature.
- Have the customer re-sign the food instrument./CVV:
 - A. Above the original OR
 - B. To the left of the signature block

Note: When making corrections, do not trace over, scribble out, or use correction fluid.

Monitoring Activities



Authorized WIC Vendors are monitored to make sure they understand the program's rules, regulations and policies. Monitoring activities include, but are not limited to:

- Vendor Site Reviews - onsite reviews to verify minimum stock requirements, document prices, etc.
- Compliance Investigations - undercover visits to check for unauthorized food sales, overcharging, treatment of WIC customers, etc.
- Inventory Audits - used to verify that invoice records correspond with actual WIC redemptions.
- Rejected Food Instrument Report - identifies Vendors who may have issues redeeming WIC Food Instruments.
- Criminal/Civil Background Checks - verifies business integrity for the owners, officers, and managers of new applicants and authorized Vendors.

Violations and Sanctions



Violations that are found during monitoring activities are subject to sanctions. It is important that authorized WIC Vendors become familiar with the Arizona WIC Program's Sanction Schedule (enclosed). These sanctions can range from a written warning letter* to termination and disqualification from the program.

Department sanctions will stay on the Vendor's record for 24 months from the date of the violation and mandatory sanctions remain on the Vendor's record permanently.

Any Vendor who is disqualified from the Supplemental Nutrition Assistance Program (SNAP) will also be disqualified from the WIC Program. The disqualification will be for the same length of time as the SNAP disqualification and will start at a later date than the SNAP disqualification.

** Unless the Department, in its sole discretion, determines that a warning letter would compromise an investigation.*

Remember: *If your store is no longer authorized to accept SNAP, your store is no longer eligible to participate in the Arizona WIC Program as an authorized WIC Vendor.*

Vendor Claims

When monitoring activities are conducted and an overcharge violation is found, the Arizona WIC Program may establish a claim in the amount of the full purchase price of each Food Instrument that contained the overcharge or other errors. The Vendor must pay any claim that is assessed by the Arizona WIC Program. In collecting a claim, the program may offset the claim against current and subsequent amounts to be paid to the Vendor. The Vendor may also be sanctioned for overcharges or other errors in accordance with the program's sanction schedule.

Complaint Process

The Arizona WIC Program values our relationship with the Vendor community and strives to ensure the shopping experience is pleasant for both the cashier and WIC customer. We welcome any input you have that may help improve the program.

If you experience an issue or concern with a WIC customer, please do not hesitate to let us know about it. The concerns you report will assist the program in identifying WIC customers, WIC Vendors or WIC clinic staff who are in need of additional training.

Remember, the issues and concerns reported will help to detect and reduce fraud and abuse in the Arizona WIC Program.

The Arizona WIC Program has several convenient ways to report a complaint, fraud or abuse. WIC Vendors, participants, and WIC clinic staff can report any issue by:

- Visiting: <http://www.azwic.gov> and click on "Report Complaints & Fraud"
- Calling toll-free: 1-866-229-6561
- Emailing: azwiccomplaints@azdhs.gov



Incentive Item Prohibition

The Arizona WIC Program, in accordance with Federal Regulations, prohibits WIC Vendors from offering incentive items* **solely** to WIC customers in an effort to encourage participants to redeem their WIC Food Instruments at their store. In addition, the program does not allow Above-50%-Vendors to provide incentive items to WIC Program participants. This means:

- Above-50%-Vendors cannot provide any incentive items to WIC customers.
- Regular Vendors can provide incentive items to WIC customers, as long as the same incentive items are being provided to all customers.

*Incentive items or other free merchandise are defined as: free or reduced price food or other items; cash, lottery tickets; buy one, get one free or buy one, get one at a reduced price; free amounts added to an item by a manufacturer; manufacturer coupons; store loyalty cards; sales and specials for supplemental food; and free or reduced price services except for the minimal customary courtesies of the retail food trade, such as bagging supplemental food for the participant and assisting the participant with loading the supplemental food into his/her vehicle.

Things to remember:

- Read Food Instruments carefully to ensure that the customer is purchasing the correct items listed on the Food Instrument.
- When making a correction on the Food Instrument, draw only one line through an error, correct it, and initial. Do not trace over, scribble out, or use correction fluid or tape to fix the error.
- Vendors are required to display and maintain the official WIC approved signage provided by the Department for their declared milk, cheese, and eggs.

Thank you for playing a vital role in the Arizona WIC Program. If you have any questions regarding this year's Annual Vendor Training Alert or you need technical assistance, please contact any member of the WIC Vendor Management Team at 1-866-737-3935.



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Technical Assistance Hotline: 1 (866) 737-3935
Fax Number: 602-542-4323
Complaint Hotline: 1(866) 229-6561
Complaint Email: azwiccomplaints@azdhs.gov
Website: www.azwic.gov/vendors



Health and Wellness for All Arizonans

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