

### Vendor Questions & Answers

Below are some commonly asked questions that the Arizona WIC Program receives from Vendors and participants.

**Q: Can WIC customers buy 59 ounce containers of refrigerated orange or grapefruit juice?**

A: No, the WIC Program only allows the purchase of 64 ounce containers of refrigerated orange and grapefruit juice.

**Q: What should we do if we run out of the lowest cost brand of milk?**

A: If you are out of the lowest cost brand of milk, you will sell the WIC customer your next available (at the time) lowest cost milk.

**Q: What if a higher cost brand of milk goes on sale at a lower price than our lowest cost brand of milk?**

A: The WIC customer can purchase either the originally lowest cost brand of milk or the one that is on sale.

**Q: Can WIC customers purchase canned beans with a cash value food instrument?**

A: No, only fruits and vegetables can be purchased with cash value food instruments. Canned beans are considered legumes and are **NOT** vegetables.

**Q: Are green beans considered vegetables or legumes?**

A: Green beans are vegetables and can only be purchased with a cash value food instrument.

**Q: Can WIC customers use initials as their signature, if it is on the ID folder?**

A: No, initials are not acceptable as signatures, even if it is on the ID folder. If this occurs, please refer the WIC customer back to the clinic for assistance.

**Q: Can a WIC customer re-sign their food instrument?**

A: Yes, there are two (2) instances when the WIC customer can re-sign their food instrument: 1) when the WIC customer's signature on the food instrument does not match their signature on the WIC ID folder or Proxy Certification form; and 2) if the food instrument presented already has a signature on it (pre-signed).

### Record Retention Information

In accordance with state statutes, Vendors shall retain records including purchase invoices, inventory records, federal and state tax returns, and other records relating to the performance of this contract for a period of five (5) years from the date of:

- Expiration of the contract; or
- Termination of the contract; or
- Final payment under this contract



Whichever is later.

### Contact Information

Arizona Department of Health Services  
Bureau of Nutrition and Physical Activity  
Arizona WIC Program  
150 North 18th Avenue, Suite 310  
Phoenix, Arizona 85007

Phone: 1(866) 737-3935  
Fax: 602-542-1890

Complaint Hotline: 1(866) 229-6561  
Complaint E-mail: [azwiccomplaints@azwic.gov](mailto:azwiccomplaints@azwic.gov)

Arizona WIC Website: [www.azwic.gov](http://www.azwic.gov)

Health and Wellness for all Arizonans



# Arizona WIC Alert

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## Annual Training Alert - 2012

As an authorized Arizona WIC Vendor you are required by federal regulations to accept annual Vendor training. This Training Alert will serve as your training for Federal Fiscal Year (FFY) 2012. It is our hope that the information provided will assist you in handling WIC transactions and understanding the benefits of the WIC Program for you and the participants.

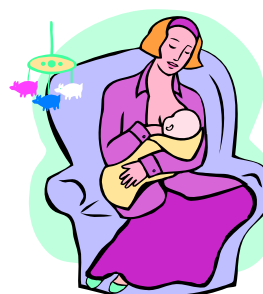
The information provided in this Alert contains upcoming changes to the Vendor Manual.

Please read in its entirety.

Topics covered in this issue are:

- What is WIC?
- Changes for FFY 2013
- Authorized Foods
- Minimum Stock Requirements, including purchasing infant formula from the Arizona WIC Program's Infant Formula Suppliers' list
- Cashing WIC Food Instruments
- Restriction for Offering Incentive Items
- Complaint Process
- Violations and Sanctions
- Vendor Claims

Remember, it is the responsibility of the owner, store director or manager to ensure that the information contained in this Alert is made available to all employees who handle WIC transactions.



## What Is WIC?

WIC is a supplemental nutrition program that is designed to improve the nutritional health of income eligible pregnant, breastfeeding and post partum women, infants and children up to five years old. WIC is a federally funded program and provides participants with nutrition and breastfeeding education, referrals to healthcare and social services and nutritious foods.

WIC is available to eligible participants without regard to race, color, national origin, sex, age or disability.



ARIZONA DEPARTMENT OF HEALTH SERVICES

BUREAU OF NUTRITION AND PHYSICAL ACTIVITY

Arizona Department of Health Services

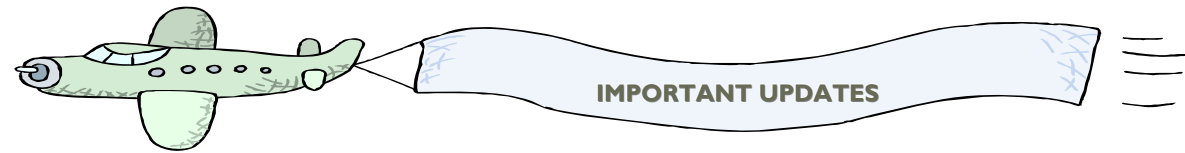
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WIC BRINGING MORE TO THE TABLE

## CHANGES FOR FEDERAL FISCAL YEAR 2013



### Infant Formula Change - Soy-Based Only

On October 1, 2012, the Arizona WIC Program will have two manufacturers providing infant rebate formulas:

- 1) Abbott Nutrition will continue to provide the milk-based infant formula: **Similac Advance with Iron**; and
- 2) Mead Johnson will be the **new** provider for the soy-based infant formula: **Enfamil ProSobee**

Milk-Based **No Change**



**Similac Advance  
with Iron**

Soy-Based - **NEW**



**Enfamil ProSobee**

### Incentive Item Restrictions for WIC Vendors

The United States Department of Agriculture (USDA) has issued clarification regarding incentive item restrictions for WIC Vendors. WIC Vendors are prohibited from offering incentive items\* **solely** to WIC customers in an effort to encourage participants to redeem their WIC food instruments at their stores.

The Arizona WIC Program currently does not allow Above 50% Vendors or Vendor Applicants who are likely to receive more than 50% of their annual food sales from WIC food instruments to provide incentive items to WIC program participants.

As a result of the USDA clarification, the Arizona WIC Program has **added** Incentive Item Restrictions for Regular Vendors to its policies. All Regular Vendors are prohibited from offering incentive items **solely** to WIC customers in an effort to encourage participants to redeem their WIC food instruments at their store.

What this means is:

- **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, 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, 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.

## 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 and document prices.
- ◆ Compliance Investigations - undercover visits to check for unauthorized food sales, overcharging, treatment of WIC customers, etc.
- ◆ Inventory Audits - verify that invoice records correspond with actual WIC redemptions.
- ◆ Rejected Food Instrument Report - identifies Vendors who may have issues redeeming WIC food instruments.

## Violations and Sanctions

Any violations uncovered 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). Sanctions can range from a warning letter to termination and disqualification from the Arizona WIC Program.

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

## 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 Department of Health Services. In collecting a claim, the WIC 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 WIC Program's sanction schedule.

## Complaint Process - Arizona WIC



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 the WIC participant. We welcome any input you can offer that could assist us in improving our program.

Remember, concerns you report will assist the Arizona WIC Program in identifying WIC participants, WIC Vendors, or WIC clinic staff who are in need of additional training. Your reports will assist us in detecting and reducing fraud and abuse in the Arizona WIC Program.

The Arizona WIC Program is proud to announce a convenient new way to report a complaint, fraud, or abuse. **Beginning October 1, 2012**, WIC participants, WIC Vendors, and WIC clinic staff will be able to report issues by visiting the Arizona WIC Website at <http://www.azwic.gov> and following the link to report a complaint, fraud, or abuse.

There are now a total of 3 ways to report an issue:

- Visit <http://www.azwic.gov> and follow the link to report a complaint, fraud, or abuse
- Call toll-free: 1-866-229-6561
- E-mail: [azwiccomplaints@azdhs.gov](mailto:azwiccomplaints@azdhs.gov)



## X Signature Process

If a person cannot sign their name, they can use an 'X' as their mark to sign their WIC ID and food instruments. At the clinic, the staff will witness their signature on the ID folder by writing "For (person's name) by (employee signature)". The cashier will follow the same procedures when witnessing the signature at the store. The cashier will witness the person write their 'X' on the food instrument, then write "For (person's name) by (cashier signature)". (See "X" Signature Process" enclosed handout)

## 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 either on the shelf or stored at the store's location. Stock requirements ensure WIC foods are available at the store when WIC customers shop. The Arizona WIC Program minimum stock and variety requirements for Federal Fiscal Years 2013-2015 are enclosed for your convenience.

The only change made to the minimum stock requirements relates to the infant rebate formula (see below).

WIC FOOD	AMOUNT	VARIETY/TYPE/BRAND
<b>Infant Formula</b> - Formula types cannot be combined.		
No Change		
Similac Advance with Iron (with EarlyShield)	36 - 12.4 ounce cans	Powder
<b>NEW</b>		
Enfamil ProSobee	18 - 12.9 ounce cans	Powder

In addition, all infant formula must be purchased only from a supplier that is listed on the Arizona WIC Program's Infant Formula Suppliers' list (enclosed).

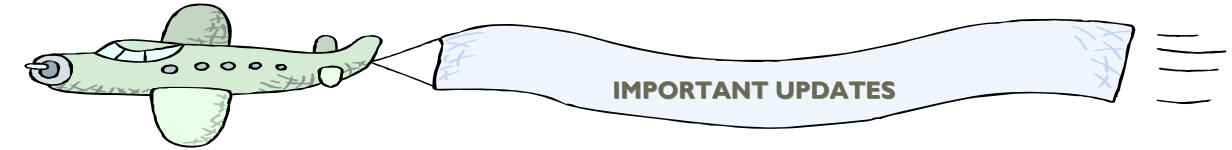
## Authorized WIC Foods



WIC foods are carefully selected to meet nutritional requirements, which provide vitamins, minerals and protein for participants. Specific nutrients provided include: iron, calcium, protein, vitamins A, B and C, carbohydrates, antioxidants and fiber.

The Arizona WIC Programs Food List (enclosed) provides a list of food items that are authorized and provides examples of foods that cannot be purchased. The WIC Food List has been revised to include a wider variety of food items for WIC participants to meet their nutritional goals.

## CHANGES FOR FEDERAL FISCAL YEAR 2013 (continued)



### Vendor Manual Revisions - Federal Fiscal Year 2013

Periodically, the Arizona WIC Program makes revisions to the Vendor Manual and/or contract to meet changing demands. The changes made in the Arizona WIC Program Vendor Manual, October 2012, will supersede any previous versions of the Manual.

Each Vendor will receive a copy of the revised Vendor Manual that is effective on **October 1, 2012**. The Vendor Manual will be provided in a CD format viewable via computer; it is also available online at: <http://www.azwic.gov/vendors.htm>.

**The following are revisions to the Arizona WIC Program Vendor Manual, effective October 1, 2012:**

Specific Manual revisions include:

- **Section 2 - Foods** - includes updates to the Minimum Stock and Variety Requirements. This section reflects the changes made to the Infant Formula. It removes Similac Soy Isomil Advance and adds Enfamil ProSobee as the contracted soy-based infant formula. The milk based infant formula will remain Similac Advance with Iron.
- **Section 5 - Cashing Food Instruments** - provides clarification in the redemption procedures, which state that the dollar amount entered on the food instrument can be corrected only one time; that initials are not allowed as signatures.
- **Section 9 - Violations and Sanctions** - revisions were made to the Department Fraud and Abuse Sanctions, Violation #3; and the Mandatory Sanctions were updated due to the addition of the new incentive violation (specifically Violations #9 and #10). Please see enclosed Violations and Sanctions Schedule for details.
- **Section 11 - Appendix I Training Aids** - This section provides clarification regarding initials as signatures; initials are not allowed as signatures. This section also includes the updated WIC Quiz.
- **Section 13 - Authorization** - This section clarifies the Above 50% Vendor evaluation criteria and reflects the updated requirement prohibiting Vendors from offering incentive items **solely** to WIC customers in an effort to encourage participants to redeem their WIC food instruments at their stores.

Please ensure that all staff who handle WIC transactions are aware of the upcoming changes and discard any previous versions of the Arizona WIC Program Vendor Manual.

**ALL changes on pages 2 and 3 go into effect on October 1, 2012.**

## Cashing WIC Food Instruments

When cashing the WIC food instrument, cashiers must be aware of the Program's redemption procedures for regular and Cash Value Food Instruments, handle each food instrument separately, and know what foods are authorized. Cashiers must follow the correct procedures when redeeming the WIC food instruments:

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC		MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # <b>29427543</b>	75-1248 Payable Through FSMC. AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 893079
AGENCY 10	CLINIC 11	PARTICIPANT ID 11100144783	PARTICIPANT NAME ARCHER, EMILY	DRAFT TYPE 002596AA	
36 OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT)			VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		
3 CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE OR			FIRST DATE TO USE 03/23/2009	2	4
3 CONTAINER (46 OZ) WIC APPROVED 100% JUICE			DATE OF USE		
1 GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY)			LAST DATE TO USE 04/21/2009		
1 HALF GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON CONTAINERS ONLY)			PAY TO THE ORDER OF:		
1 LB (UP TO 16 OZ) WIC APPROVED CHEESE			VOID		
1 DOZ FRESH EGGS (12 PACK CARTONS ONLY)			VOID		
5			PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE		
			SIGNATURE AT STORE:		
			8		
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.					

- Identify the customer - Ask to see the WIC ID folder or Proxy Certification form. No other form of identification is necessary (see enclosed samples of WIC identification).
- Check the dates - Do not accept the food instrument before the first date to use or after the last date to use.
- Check to ensure that the food instrument has not been reported lost or stolen.
- Write the date in the "Date of Use" box. Cashiers may correct\* the date one time only in the presence of the WIC customer by:
  - Drawing a single line through the incorrect date;
  - Writing the correct date above or below the incorrect date; and
  - Initialing the correction next to the correct date.
- Verify that the selected items, quantities and units being purchased are specified on the food instrument. Remember, all infant formula must be purchased.
- Allow the WIC customer to take advantage of coupons, store specials and other promotional specials\*\*. Coupons are not allowed for infant formula.
- Enter the amount in the "Actual \$ Amount" box. Do not include sales tax. Cashiers may correct\* any mistakes, one time only, by following the procedures below:
  - Draw a single line through the incorrect dollar amount;
  - Write the correct dollar amount in the "\$ Correction Only" box; and
  - Initial the correction in the "Cashier Initial" box.
- Witness the customer's signature and verify that the signature on the food instrument matches one of the signatures on the WIC ID folder or Proxy Certification form. **Remember:** Initials are not allowed as signatures.
 

Allow the customer to re-sign the food instrument if the signatures do not match or the food instrument is pre-signed (see the enclosed handout regarding signatures).
- Give the WIC customer a legible cash register receipt for their WIC purchases.

\*See enclosed handouts for additional information on correcting food instruments (date of use, dollar amount & signatures).

\*\*Above 50% Vendors are excluded from accepting coupons, or offering promotional specials or any other incentive item.

**NOTE:** If for any reason the cashier refuses to accept the food instrument, it must be returned to the WIC Customer.

## Cashing WIC Cash Value Food Instruments

WIC customers can purchase fruits and vegetables using a Cash Value Food Instrument (CVFI). The CVFI can be used to purchase a combination of fresh, frozen and/or canned fruits and/or vegetables. The customer may redeem one or more Cash Value Food Instruments in one transaction. Please do not write more than the maximum amount that is printed on the CVFI.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC		MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # <b>45553535</b>	75-1248 Payable Through FSMC. AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 893079
AGENCY 10	CLINIC 03	PARTICIPANT ID 3100189737	PARTICIPANT NAME SMITH, CHRIS	DRAFT TYPE 003776AZ	
REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS			VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		
UP TO \$6.00 ANY COMBINATION FRUITS/VEGETABLES (FRESH, FROZEN AND/OR CANNED)			FIRST DATE TO USE 04/22/2011	2	4
WIC CUSTOMER MAY PAY AMOUNT OVER \$6.00			DATE OF USE		
ACTUAL \$ AMOUNT			LAST DATE TO USE 05/14/2011		
VOID			PAY TO THE ORDER OF:		
VOID			PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE		
SIGNATURE AT STORE:			8		
CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.					

Maximum Amount

### Cashing One Cash Value Food Instrument

- Follow the same procedures for cashing a regular food instrument (page 4: steps 1- 6).
- Weigh, scan and calculate the amount of fruits and vegetables that are being purchased.
- Enter the amount up to the maximum amount printed on the food instrument in the "Actual \$ Amount" box.
- Witness and verify the WIC customer's signature.

For Example: If the cost of the fruit and vegetables is \$6.75, the cashier will need to ask the WIC customer if they wish to pay the difference of \$.75. If the customer agrees, the cashier will write in \$6.00 in the "Actual \$ Amount" box and the customer will pay \$.75 using another method of payment.

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

If the amount exceeds the maximum and the WIC customer chooses to, they can pay the difference using another method of payment (i.e. SNAP benefits, cash, etc.).

Remember: Cashiers must enter the actual purchase amount, excluding sales tax, but not more than the amount printed on the on the CVFI.

### Cashing More Than One Cash Value Food Instrument in One Transaction

When cashing more than one CVFI, the same rules above apply, including the following: use the highest value CVFI first, make sure each one is within the valid dates, then tender and process each one separately.

For example:

The WIC customer hands you three CVFIs, the first two have a maximum amount of \$5.00 and the third one has the maximum amount of \$6.00; total CVFI amount equals \$16.00 for all three.

The WIC customer purchases a total amount of \$20.20 of fruits and vegetables. The amount over is \$4.20 (\$20.20 - \$16.00).

The cashier will use the highest CVFI first (\$6.00), write the date, and \$6.00 on it, witness the signature then tender the first CVFI.

Next the cashier will use one of the \$5.00 CVFIs, write the date and the amount (\$5.00) on it, witness the signature and then tender it.

Before writing on the last \$5.00 CVFI, ask the customer if they wish to pay the difference \$4.20.

If yes, write the date and \$5.00 on the CVFI, witness the signature, tender it, then collect the remaining amount (in cash, SNAP benefits, debit or credit).

If no, the cashier will need to remove enough fruits and vegetables until the amount is at or below the maximum amount of the last \$5.00 CVFI.

So, if the amount the cashier deducted is \$4.80, the Cashier will write the date, the new amount (\$4.40), witness the signature and tender the CVFI (see handout "Arizona WIC Program - Cash Value Food Instrument").

Rose's Market	
Fresh Fruits/Vegetables	\$ 8.45
Canned Vegetables	\$ 5.75
Frozen Fruits	\$ 6.00
<b>Total</b>	<b>\$20.20</b>
WIC Tender	-\$ 6.00
<b>Sub-total</b>	<b>\$14.20</b>
WIC Tender	-\$ 5.00
<b>Sub-total</b>	<b>\$ 9.20</b>
<b>Returned Items</b>	<b>-\$ 4.80</b>
<b>Sub-total</b>	<b>\$ 4.40</b>
WIC Tender	-\$ 4.40
<b>Balance</b>	<b>0</b>