



Nebraska WIC Vendor Retailer Training

Special Purchase Stores Summer 2015



Welcome

- Introduction
- Goals of this training



What is WIC?

- **Women, infants, and children**
- **Public health nutrition program**
 - Regulated federally by USDA and in state by Nebraska Department of Health and Human Services (DHHS)
 - Currently WIC serves 35,189 participants statewide
 - Currently WIC has 394 WIC approved retailers statewide



Purposes of WIC

- Help women eat better, have healthier babies and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly, and receive immunizations



How WIC Works



Participant is assessed at WIC clinic
Receives training and WIC checks

Participant finds authorized retailer
Selects approved special or medical formula according to WIC check

Cashier ensures transaction is accurate and successful

Participant consumes the special or medical formula provided by WIC

Retailer deposits processed WIC check for reimbursement

Properly trained store staff, potentially returned checks ↓

Roles

**State WIC
Program
Office**

**Vendor
Manager**

**WIC
Vendor/
Retailer**

**WIC
Participant**

- Policies and guidelines
- Contracts
- Support
- Enforcement

Roles

**State WIC
Program
Office**

**Vendor
Manager**

**WIC
Vendor/
Retailer**

**WIC
Participant**

- Education
- Resource to vendors
- Contact
- Monitoring

Roles

**State WIC
Program
Office**

**Vendor
Manager**

**WIC
Vendor/
Retailer**

**WIC
Participant**

- Inventories
- Transactions
- Customer service
- Training

Roles

**State WIC
Program
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**WIC
Participant**

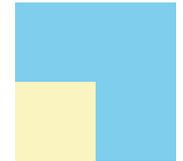
- Planning
- Compliance
- Consumption

WIC Special Formulas &/or Medical Formulas

- Listings found in Vendor Handbook- Section 2
 - Handbook listing is part of contract
- Also found on WIC website
 - [www. dhhs.ne.gov/wic](http://www.dhhs.ne.gov/wic)

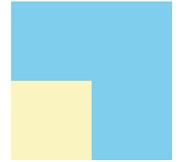


Inventory



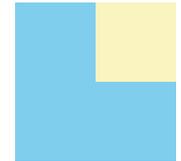
- Must carry minimum inventory of special and/or medical formulas
 - 3 or more types of special and/or medical formulas
 - Must be able to supply within 48 hours or within 72 hours if a weekend or holiday is involved
- Quarterly Food Price Reporting List is critical for statewide data generation

Inventory



- **If you run out of a WIC formula:**
 - **No substitutions**
 - **No rain checks**
 - Might suggest WIC customer return with WIC check after shipment
 - **Do NOT charge for these items**
 - Violation of agreement

WIC Transactions

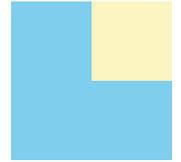


- **New Change**, beginning August 2015 WIC will be implementing a new WIC computer system.

	NEBRASKA WIC PROGRAM 301 Centennial Mall South • Lincoln, Nebraska 68509-5026 <i>Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9212 or visit www.usda.gov/oig/hotline.htm</i>	75-1248 919	50000010 First Date to Use: 08/01/2015 Last Date to Use: 08/31/2015						
Clinic ID: 00-000	Name: Taylor, Jumani	FID: 1000							
5 CANS (14.1 OZ) NEOCATE INFANT POWDER									
			<table border="1"><tr><td>Vendor ID Stamp</td><td>Purchase Amount</td></tr><tr><td></td><td>\$</td></tr><tr><td></td><td>Corrected Amount</td></tr></table>	Vendor ID Stamp	Purchase Amount		\$		Corrected Amount
Vendor ID Stamp	Purchase Amount								
	\$								
	Corrected Amount								
		SAMPLE							
		Not Payable Without Authorized Nebraska Vendor ID Stamp							
		Authorized Signature - Must be signed at retail counter							
Vendor Must Deposit Within 60 Days From First Date To Use		Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349							



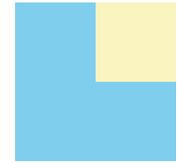
WIC Transactions



- Managing WIC transactions
 - Ask for the WIC check
 - Verify date
 - Scan the medical formula
 - Are they Approved & Authorized on the check?
 - Write the total amount
 - Get a signature
 - **NEW**, give WIC shopper the receipt



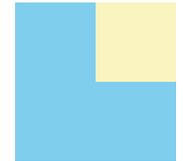
WIC Transactions



- Common transaction issues

Invalid date	Check cannot be used
Incorrect formula (not on approved list)	Item cannot be purchased; no exceptions
Incorrect size/weight	Item must be replaced with correct size/weight
Returning infant formula	Cannot accept; direct to WIC clinic
Wrong Formula	Cannot issue

WIC Transactions



- Common transaction issues, cont.

Offering incentives to WIC customers only

Never allowed

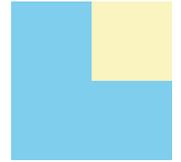
Use coupons for WIC items

Allowed, but customer does not receive discount as change

Use WIC checks for milk &/or food at a special purchase store

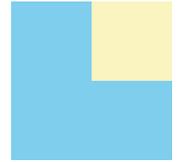
Never Allowed

WIC Transactions



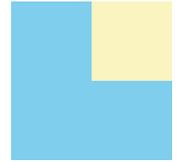
- Additional notes for store managers
 - Maintain register receipts or electronic journal entries for all WIC transactions for 60 days
- Required for all problem & all checks for which WIC is requesting transaction records

Process WIC Checks



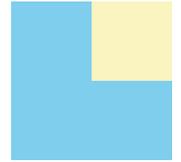
1. Stamp each WIC check with your NE WIC Authorized Vendor Number Stamp
 - using **BLACK** ink
 - In the “Pay to the Order of” box
2. Verify endorsement on back of each check
3. Deposit checks for payment
4. Do not send checks to WIC prior to depositing for review.

WIC Processing



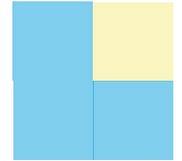
- **New Change** effective statewide July 2015
- ACH allows retailers to receive reimbursements faster for WIC checks rejected for “Over Max Dollar Amount” vs. the current procedures.
- ACH is also a step toward EBT readiness & helps to reduce the use of paper checks.

WIC Processing



- ACH Process
 - Rejected checks for “Over Max \$ Amount” will be returned to bank of first deposit
 - Retailer will receive payment via direct deposit of the average \$ amount for the check based on peer group.
 - ACH reimbursement statement will be mailed directly to the store.
 - Returned “Over Max \$ Amount” checks will no longer be sent to local agency vendor manager for reimbursement.

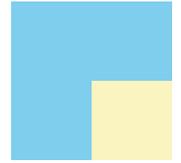
Process WIC Checks



- Check processing issues-

Over Max \$ Amount	Paid via ACH
Missing or unreadable vendor ID stamp	Stamp clearly and redeposit
Stale Date	Not paid by WIC
• Missing or altered purchase amount	Send check and receipt to vendor manager

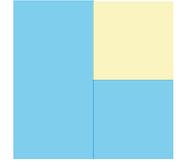
Employee Training & Resources



- Training of store staff is required
 - Must keep a record of staff trained.
 - Attendance record available online in Microsoft word
- Resources available
 - Vendor Handbook
 - This presentation
 - Bookkeeper's Guide to WIC
 - Food brochure
 - Local Agency Vendor Manager



Resources Available



- Nebraska WIC Program Website
 - dhhs.ne.gov/wic
 - WIC Vendor Retailers Homepage



Vendor Requirements

Contract

Responsibilities

Notice

Violations

Sanctions

Appeals

- Lists all requirements
- Vendor Handbook is part of contract
- Terms:
 - 2 years
 - Renewal requires new application
 - May be terminated with 30 day's notice

Vendor Requirements

Contract

Responsibilities

Notice

Violations

Sanctions

Appeals

- Listed in detail
 - Section 1 of contract
 - Section 6 of Vendor Handbook

Vendor Requirements

Contract

Responsibilities

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Violations

Sanctions

Appeals

- Provide notice to vendor manager when:
 - Store ownership change
 - Store closure
 - Store name change
 - Store address change
 - Manager or WIC contact change

Vendor Requirements

Contract

Responsibilities

Notice

Violations

Sanctions

Appeals

- Listed in Section 5 of Vendor Handbook
- Result in sanctions for a period of time

Vendor Requirements

Contract

Responsibilities

Notice

Violations

Sanctions

Appeals

- Penalty points assigned by state WIC office
- At 6+ points, additional training required
- At 16 points, store is disqualified
- Claims may be assessed against a vendor by the state WIC office

Vendor Requirements

Contract

Responsibilities

Notice

Violations

Sanctions

Appeals

- Notice of adverse action given in writing by DHHS
- Some adverse actions cannot be appealed
- Vendor has 15 days to appeal decision (in writing)
- Process outlined in Section 5 of Vendor Handbook

Complaint Process

- Provide your Feedback
 - WIC information card
 - Used to report any suspicious WIC transactions and/or complaints
 - Located in vendor handbook
 - Mailed directly to state WIC office
 - Email to local agency vendor manager or state vendor manager
 - Phone call



Contract Review and Signing

- After review of webinar attendance retailers will receive WIC contract to sign via email.
- Review WIC agreement
- Sign, date & return to local agency vendor manager
- Retailers will receive vendor handbook and copy of signed contract via the mail.

THANK YOU FOR YOUR TIME!

