WIC Vendor Training Newsletter

INTER TRIBAL COUNCIL OF ARIZONA, INC.

October 2016

Welcome to the ITCA WIC Annual Training!

The Inter Tribal Council of Arizona, Inc. WIC Program would like to thank you for your commitment to providing nutritious foods for our WIC clients. This newsletter will serve as Annual Training for Fiscal Year 2017. 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. Please read through the entire newsletter and handouts to ensure you are familiar with all the steps involved in cashing WIC checks. The newsletter reviews the purpose of the WIC Program, authorized foods, procedures for transacting and redeeming WIC checks, the vendor sanction schedule, complaint process, and upcoming program changes.

WHAT IS WIC?

WIC is a nutrition program that helps families by providing healthy foods, nutrition information, breastfeeding support, and referrals to community health and social services.

WIC GOALS

When a vendor is contracted with WIC; they are helping the community do the following:

- Promote growth and development in infants and young children
- Decrease the complications of pregnancy
- Prevent obesity and iron-deficiency anemia
- Prevent low birth weight infants
- Promote breastfeeding
- Improve dietary habits of WIC clients
- Improve poor growth patterns

What's New?

Authorized Foods

Foods that are authorized with the ITCA WIC Program are carefully selected to ensure they meet the nutrition needs of individuals served by the WIC program. All authorized foods can be found in the Arizona WIC Programs Food List: ***www.itcaonline.com/wp-content/uploads/2011/02/ITCA.Chp4_.AttF_.FoodList-ENG.4.1.15.pdf***. You can help clients by ensuring they purchase only the foods on the food list. Please refer to the Arizona WIC Programs Food List to make sure you are familiar with the allowed types and brands of WIC foods. The most recent version of the Arizona WIC Programs Food List is October 1, 2016.

ITCA WIC VENDOR MANUAL

The Vendor Manual outlines the policies and procedures of the ITCA WIC Program. The Vendor Manual can be found at ***www.itcaonline.com/wic/vendor.***

Keep WIC foods on shelf

We want to make sure that a WIC customer can purchase all of their WIC foods at one time so they don't have to go to more than one store. You must have at least the amounts on the enclosed Minimum Stock Requirements Form, on hand at all times to ensure WIC foods are available to all clients who shop at your store.

MINIMUM STOCK REQUIREMENTS

Minimum Stock Requirements are minimum inventory levels that must be maintained at all times. All authorized WIC Vendors MUST meet minimum stock requirements at all times. Failure to do so may result in the termination of your Vendor Contract. Minimum Stock Requirements are enclosed with this newsletter.

New Changes to the Food List

A new release of the AZ WIC Programs Food List is scheduled for October 1, 2016. Additions to the October 1, 2016, AZ WIC Programs Food List include:

100% Whole Wheat Pasta
(new items)

- Essential Everyday
- Great Value
- Kroger
- Natural Directions
- O Organics
- Simple Truth Organics
- Shurfine
- Simply Balanced
- Western Family
- Barilla
- DeLallo
- Hodgson Mill

100% Whole Wheat Tortillas
(new items)

- Kroger 100% Whole Wheat Tortillas
- Essential Everyday
- Guerrero Tortillas de Harina Integral
- IGA
- La Banderita Fajita
- Mission
- Santa Fe Tortilla Company
- Sunrise Bakery

Cold Cereal – 14oz or larger
(new items)

- Honey Bunches of Oats Whole Grain Almond Crunch
- Honey Bunches of Oats Whole Grain Honey Crunch
- Honey Bunches of Oats Whole Grain Vanilla Bunches
- Cream of Wheat Original instant individual packets 1 minute
- Cream of Wheat Original instant individual packets 2.5 minute

Items removed from the October 1, 2016, Arizona WIC Program Food List, include:

Frozen Juice

- Dole Pineapple Orange Juice

WIC Checks

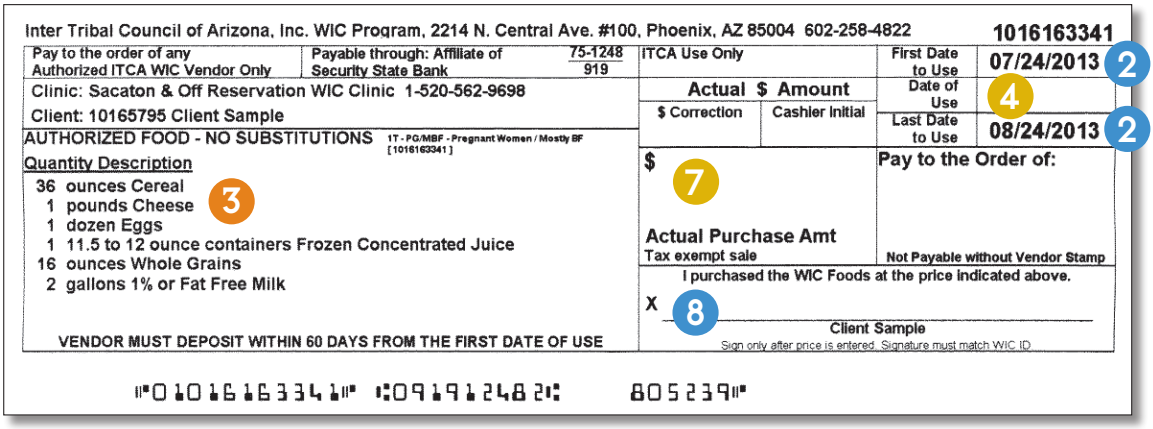
Cashing a WIC check

DO YOU KNOW HOW TO PROCESS A WIC CHECK?

Correctly transacting WIC checks reduces check rejections and saves you time and money. Following the procedures below will help ensure checks are processed correctly and efficiently.

HERE ARE 9 EASY STEPS TO CASHING A WIC CHECK:

1. Identify the WIC customer using the WIC ID folder or Proxy form.
2. Check that today's date is on or after the First Date to Use and on or before the Last Date to Use.
3. Check that the selected food items, brand or sizes are the same as in the Food List.
4. Write in the date of use.
5. Scan the items on each check separately.
6. Allow the customer to use coupons, store cards and promotional specials.
7. Enter the purchase price.
8. Witness the client's signature and compare to ID Folder.
9. Give the receipt to the WIC customer.



Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016163341

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: Affiliate of Security State Bank 75-1248/919 | ITCA Use Only | First Date to Use 07/24/2013 (2)

Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698

Client: 10165795 Client Sample

Actual $ Amount | $ Correction | Cashier Initial | Date of Use (4) | Last Date to Use 08/24/2013 (2)

AUTHORIZED FOOD - NO SUBSTITUTIONS 1T - PG/MBF - Pregnant Women / Mostly BF [1016163341]

Quantity Description

36 ounces Cereal
1 pounds Cheese (3)
1 dozen Eggs
1 11.5 to 12 ounce containers Frozen Concentrated Juice
16 ounces Whole Grains
2 gallons 1% or Fat Free Milk

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE

$ (7)

Actual Purchase Amt
Tax exempt sale

Pay to the Order of:

Not Payable without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X (8)

Client Sample

Sign only after price is entered. Signature must match WIC ID

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Do's and Don'ts of Cashing a WIC Check

DO'S

- Do allow the WIC customer to re-sign the check if the signatures do not match. The signature can be corrected one time.
- Do allow WIC customers to use single, double or triple coupon specials
- Do allow WIC customer's to take advantage of "buy one get one free" offers. The first item (item actually purchased) must be a WIC approved item and the free item must meet the promotional special (even if the free promotional item is not WIC allowed).
- Do allow the WIC customer to redeem more than one check, in separate transactions.

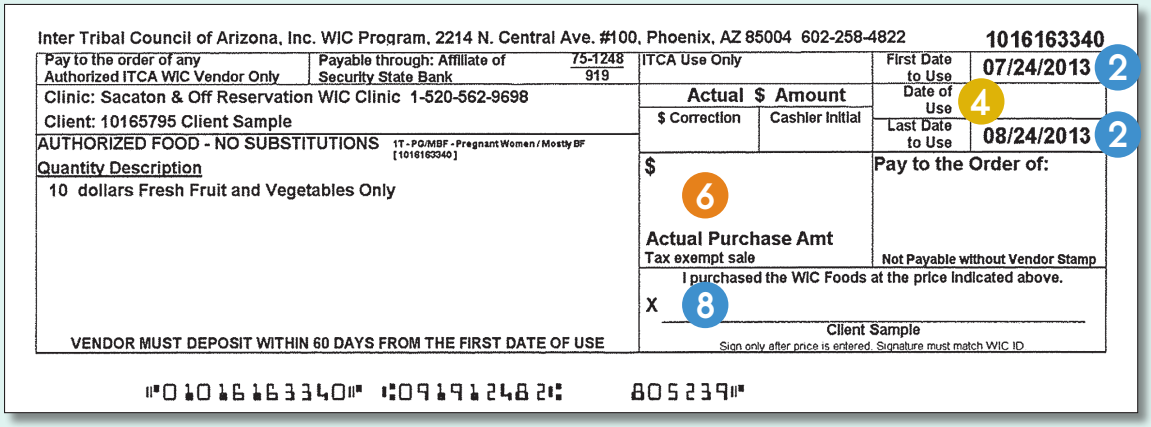
DON'TS

- Do not accept a WIC check unless your store has an agreement/contract to accept WIC checks for the specific WIC program (ITCA, Arizona, or Navajo Nation).
- Do not accept a check prior the first date of use or after the last date of use.
- Do not allow substitutions or rain checks.
- Do not alter a WIC check.
- Do not give cash back to the WIC customer.

WIC Checks

Steps to cashing a Fruit & Vegetable Check

1. Identify the WIC customer using the WIC ID folder or Proxy form.
2. Check that today's date is on or after the First date to Use and on or before the Last Date to Use.
3. Make sure that fresh fruits and vegetables were selected for purchase (frozen and canned fruit and vegetables are not allowed).
4. Write in the date of use.
5. Weigh or scan the produce.
6. Write down the amount up to the maximum amount. Remember that amount written on the check cannot exceed the maximum amount.
7. Allow the customer to pay the difference with their own funds (SNAP benefits, cash, credit cards, etc.) if the total purchase amount exceeds the maximum amount of the check.
8. Witness the client's signature.
9. Compare the signature on the check to the signature on the WIC ID Folder or Proxy form.
10. Give the receipt to the WIC customer.



Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822 1016163340

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: Affiliate of Security State Bank 75-1248 / 919 | ITCA Use Only | First Date to Use 07/24/2013 (2)

Clinic: Sacaton & Off Reservation WIC Clinic 1-520-562-9698 | Actual $ Amount | Date of Use (4)

Client: 10165795 Client Sample | $ Correction | Cashier Initial | Last Date to Use 08/24/2013 (2)

AUTHORIZED FOOD - NO SUBSTITUTIONS 1T-PG/MBF-Pregnant Women / Mostly BF [1016163340]

Quantity Description

10 dollars Fresh Fruit and Vegetables Only

$ (6) Actual Purchase Amt

Tax exempt sale

Pay to the Order of:

Not Payable without Vendor Stamp

I purchased the WIC Foods at the price indicated above.

X (8) Client Sample

Sign only after price is entered. Signature must match WIC ID

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE

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CORRECTING MISTAKES ON A WIC CHECK

If a mistake is made when entering the date or dollar amount on the check, you can fix it in 4 easy steps.

1. First draw a line through the incorrect date or price.
2. Put your initials above the date or in the cashier initials box for the price.
3. Enter the correct date above the old date.
4. Enter the correct purchase price in the $ correction box.

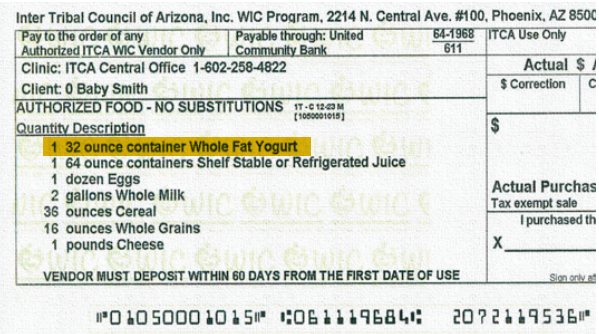
If a WIC customer makes a mistake when signing the check, it can be corrected by following these 3 easy steps.

1. Draw a line through the incorrect signature.
2. Have the customer re-sign the check above or below to the left of the incorrect signature.
3. If the customer's signature still does not match, refer them to their local WIC clinic.

Helpful Hints

WHEN REDEEMING A CHECK FOR WHOLE FAT YOGURT

Yogurt is specific to fat content (non-fat, low-fat, and whole fat) Checks that list 32 ounce container of Whole Fat Yogurt must be used to purchase yogurt that contains whole fat milk.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 8500

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: United Community Bank 64-1968 611 | ITCA Use Only

Clinic: ITCA Central Office 1-602-258-4822

Client: 0 Baby Smith

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description

1 32 ounce container Whole Fat Yogurt
1 64 ounce containers Shelf Stable or Refrigerated Juice
1 dozen Eggs
2 gallons Whole Milk
36 ounces Cereal
16 ounces Whole Grains
1 pounds Cheese

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE

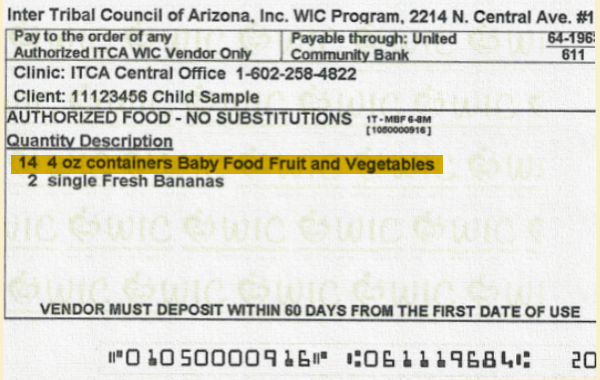
Actual $ / $ Correction / $ / Actual Purchas / Tax exempt sale / I purchased th / X

Must be one of the following yogurts:

- **Brown Cow Plain Cream Top**
- **Brown Cow Vanilla Cream Top**
- **Brown Cow Maple Cream Top**
- **Dannon Original Plain**
- **Mountain High Original Yoghurt Plain**
- **Mountain High Original Yoghurt Vanilla**
- **Mountain High Original Yoghurt Strawberry**

WHEN REDEEMING A CHECK WITH BABY FOOD FRUITS AND VEGETABLES

Checks that list baby food fruit and vegetables may be used to purchase single containers, multipacks or a combination of the two. The check below allows clients to purchase fourteen containers so the client may purchase fourteen single containers OR seven 2-packs OR a combination that equals fourteen containers such as five 2-packs and four single containers.


Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #1

Pay to the order of any Authorized ITCA WIC Vendor Only | Payable through: United Community Bank 64-196 611

Clinic: ITCA Central Office 1-602-258-4822

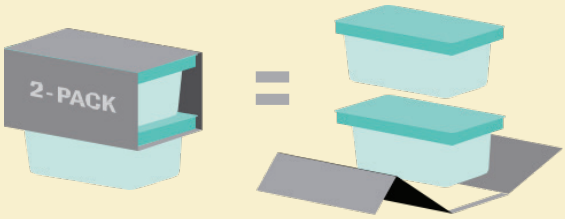
Client: 11123456 Child Sample

AUTHORIZED FOOD - NO SUBSTITUTIONS

Quantity Description

14 4 oz containers Baby Food Fruit and Vegetables
2 single Fresh Bananas

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE OF USE



- **Multi-packs with two or more containers are allowable.**
- **Single containers and multi-pack containers can be mixed and matched.**

Bookkeeping

REVIEW FOR BOOKKEEPERS AND ACCOUNTANTS

We want to make sure you are reimbursed for every WIC check that is used at your store. Be sure that the cashiers follow the rules below or the check may be rejected by the bank and returned to you without payment:

CHECK THE WIC CHECKS CAREFULLY

- Accept checks only after the "First Date to Use" and on or before the "Last Date to Use"
- Deposit checks within 60 days from the "First Date to Use"
- Make sure the check is clearly stamped with your vendor stamp before depositing into the bank
- Be sure the client has signed the check
- Do not re-trace, scribble over mistakes or use white out on the check

WHAT IF YOUR CHECK IS REJECTED?

If a check is rejected, you may request a second chance for payment through the secondary review process. Requests for secondary review must be submitted within 60 days from the first date of use printed on the check. Send the original check or copy sent by your bank to the ITCA WIC Program. You will be notified of the status of your check.

**Note: Checks rejected for exceeding the maximum dollar amount will be paid the maximum amount via ACH.*

Program Integrity

You can also help control program costs and protect the integrity of the WIC Program by reporting WIC customer and vendor fraud. Buying, selling or otherwise misusing WIC benefits is a crime. Suspected program abuse by anyone should be reported to the ITCA WIC Program Vendor Manager or call 602.258.4822 or visit www.usda.gov/oig/hotline.htm

HOW WE MONITOR YOU

The ITCA WIC Program must ensure that all WIC vendors fully understand and comply with program rules and regulations that are outlined in the Vendor Manual. Therefore, vendors are monitored in several different ways, including:

- Vendor Site Reviews
- Rejected Check Reviews
- Inventory Audits
- Customer Complaint Reporting
- Compliance Investigations

WHAT IF WE FIND PROBLEMS AT YOUR STORE?

If we find your store is not following program rules, you may receive a written warning, training, fines, disqualification and/or termination depending on the severity the violation. Fines are monetary penalties that are issued when a pattern of violations has been established. Stores may also be disqualified for a minimum of one year to a permanent disqualification for federally mandated sanctions. See the enclosed Sanction Schedule for more information on violations and penalties

WIC
INTER TRIBAL COUNCIL OF ARIZONA, INC.
WIC APPROVED

WIC Approved Shelf Labels

The WIC Approved shelf labels are used to help WIC customer's identify WIC authorized foods in your store. It is mandatory that vendors use the WIC Approved shelf labels for the store/house (declared) brand of milk, cheese and eggs.

In addition: If a vendor chooses to use the WIC Approved shelf labels on WIC approved food items, all food items in the same category must be marked. The WIC Approved shelf label cannot be used on only one or two items; you must place the labels on all WIC approved items in the same category.

For example: In the category for WIC Approved juices, if you place a WIC Approved shelf label on Langers 64 ounce shelf stable apple juice, you must use the WIC Approved shelf labels to identify all other WIC Approved juices. *For more information on how to use the WIC Approved shelf labels, please refer to the Vendor Manual.*

How to Report a Complaint

If you have a problem with a WIC customer, you can complete a Client Complaint Form on the ITCA WIC's website at ***www.itcaonline.com/wic/vendor***. Complaints can also be reported by calling the WIC Vendor Manager at 602.258.4822. The problem will be addressed with the client the next time he or she goes to the clinic.

Vendor Claims

ITCA may delay payment or establish a claim in the amount of the full purchase price of each check/FVC that contained Vendor overcharges or other errors. ITCA will provide the Vendor with an opportunity to justify or correct a Vendor overcharge or other error. The Vendor must pay any claim assessed by ITCA. In collecting a claim, ITCA may offset the claim against current and subsequent amounts to be paid to the Vendor.

In addition to denying payment or assessing a claim, the Vendor may be sanctioned for Vendor violations found in the Contract and in the Sanction Schedule of the Vendor Manual. Sanctions may include termination, disqualification, administrative fines, and civil money penalties in lieu of disqualification, or any combination of sanctions.

Appeal Process

Authorized vendors may appeal certain adverse actions by ITCA according to the administrative review process set forth in the ITCA Policy and Procedure Manual. For more information, please refer to the Vendor Manual.

New Services

eWIC

The WIC Program will be moving from paper checks to electronic benefits. The electronic benefits system will be called eWIC. The ITCA WIC Program will be working with vendors during 2017 to prepare for the switch from a paper based system to an electronic benefits system. Regular updates will be provided during this time of transition. Vendors are required to participate in webinars and other trainings that relate to the implementation of eWIC. There will be an amendment to the 2016-2018 Vendor Contract to include language pertaining to eWIC. Implementing eWIC is a big project that involves participation from vendors who accept WIC, like you! We look forward to partnering with you to make a smooth transition from paper checks to eWIC.

BENEFITS OF eWIC

- No more rejected check fees! Vendors will receive the average redemption amount per food item, transactions over the NTE will not be rejected or incur a fee.
- Clients can purchase 1 item at a time if desired, they are not forced to spend all their monthly benefits at once.
- All Vendors will be using the same Approved Product List (APL) identifying what items are WIC allowable.

Vendors — Check out our WIC Vendor Portal: www.itcaonline.com/wic/vendor

CLIENT VIDEO

The ITCA WIC Program has created a video for new clients to view. The video shares information with WIC clients about the WIC program, and provides the guidelines for shopping with a WIC check. The video can be a helpful tool to inform grocery store staff about the WIC Program. The video can be accessed through the following link: ***www.itcaonline.com/?page_id=17724***

WIC
INTER TRIBAL COUNCIL OF ARIZONA, INC.

INTER TRIBAL COUNCIL OF ARIZONA INC. WIC PROGRAM

2214 N. Central Avenue, Suite 100 Phoenix, AZ 85004
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www.itcaonline.com/wic

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