



WIC'r Basket

The West Virginia Department of Health and Human Resources
Bureau for Public Health, Office of Nutrition Services
The Vendor Newsletter of the West Virginia WIC Program

Reauthorization

The existing Vendor Agreement between authorized vendors and the Monongalia Health Department/WIC will expire on June 30, 2015. This area includes the following counties: Doddridge, Harrison, Marion, Monongalia, Preston, and Taylor. In order for stores to continue to be authorized, a new Vendor Agreement must be in place, which will be effective July 1, 2015. One of the requirements of the new Vendor Agreement is all authorized vendors must receive federally mandated training before being authorized to participate in the WV WIC Program. The State WIC Office will offer several training opportunities in order for vendors to meet this mandatory training requirement. Corporate contacts, certified trainers, and retail store managers will receive a written notice of when these training sessions will be offered.

Not to Exceed (NTE) Amount

As part of the eWIC reimbursement process, a Not to Exceed (NTE) amount is set for each Universal Product Code (UPC) in the Approved Product List (APL). The price limit that the WV WIC Program will pay for a food type (e.g. milk, juice, cereal, eggs, etc.) is meant as a fair amount set high enough so the food type can be purchased anywhere in the State. The NTE amount is based on the average price of the product for each vendor peer group. The NTE amounts are automatically set and stores will be able to determine each day what their reimbursement will be based on the NTE amount. Stand-alone device users, please refer to your Fidelity Information Services (FIS) Point of Sale (POS) Device User Manual. Integrated stores, please consult with your POS provider in order to determine how to run the NTE report.

New Food List

We are currently anticipating a new WV WIC Approved Food List to be effective beginning in July 2015. In preparation for the addition of potatoes to the food list, we ask that you send/fax/email any UPCs for fresh potatoes to:

Cindy Tanner, eWIC Coordinator
350 Capitol St, Rm 519
Charleston, WV 25301
Phone: 304-558-4502
Fax: 304-558-1541
Email: Cindy.L.Tanner@wv.gov

Email Addresses

The WV WIC Program has started emailing critical correspondence to all WIC Approved Vendors. If your store has not provided the State WIC Office with an email address, or your store has a new email address, it is your responsibility to provide a new address immediately. This can be accomplished by emailing the Vendor Management Unit at dhhrwicvu@wv.gov.

Keeping All Employees Informed

The WIC'r Basket is published quarterly to keep vendors and their staff updated on upcoming changes and problems that have been brought to our attention. Please post the WIC'r Basket in your break rooms.

Monthly Vendor Training

Monthly training for vendors is scheduled the second Thursday of each month from 10:00 AM to 12:00 PM. Trainings will be held at the West Virginia DHHR Diamond Building, 350 Capitol Street, Charleston, WV 25301. Seating is limited, so please contact the Vendor Management Unit at dhhrwicvu@wv.gov to schedule. This training is a refresher course and does not include detailed information on the eWIC Point of Sale (POS) devices. Staff is available to complete onsite training regarding the use of POS devices.

Problems with eWIC

If your store is experiencing problems using eWIC with the stand-alone POS device, please contact the Fidelity Information Services (FIS) Retail Helpdesk at 1-888-226-0655. When calling the FIS Retail Helpdesk, the following information will be needed: Identification (ID) Number, which is located on the front of the POS device, and the exact description of the problem. Integrated stores should contact their POS representative or corporate office.

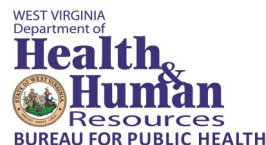
For programmatic assistance, contact WV WIC EBT Coordinator, Cindy Tanner, by telephone at: 304-356-4502, or email at Cindy.L.Tanner@wv.gov. Most questions concerning eWIC can be easily answered by consulting your eWIC Only POS Procedure Manual.

Milk

Only whole, low fat (1%), or fat free white milk and whole or 1% chocolate milk may be purchased with WIC. Only the least expensive brand may be purchased and gallons must be purchased unless the participant's remaining eWIC Benefit is less than one (1) gallon. Quarts may ONLY be purchased when 0.25 gallons remain on the eWIC Benefit Balance.

Participants' Food Benefits

Vendors should remember that WIC participants are issued specific food benefits for health reasons. WIC Approved Vendors must sell ONLY the types of foods that can be scanned based on what is assigned to the WIC participants' eWIC cards. It is a serious violation to scan a Universal Product Code (UPC) not attached to the item the WIC participant is authorized to purchase. For example, the cashier should NOT scan the UPC for whole milk if the participant was issued low fat milk, but wants to purchase whole milk instead (even if there is no price difference). The cashier MUST sell the low fat milk, as that is what has been issued to the participant by the WIC Program. If the participant is unhappy about their benefits, advise them to contact their local WIC office.



Earl Ray Tomblin, Governor
Karen L. Bowling, DHHR Cabinet Secretary
Dr. Rahul Gupta, Commissioner and State Health Officer

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Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish).

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