

SUMMER 2011 EDITION



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

WIC EBT Is Coming

We are pleased to announce that Custom Data Processing (CDP) has been contracted to begin the design and development of an EBT system for West Virginia WIC. All vendors will be receiving requests for additional information regarding the manufacturer of your existing point of sale devices and cash register systems currently in use at your store.

Vendors will be receiving an official notice from WV WIC introducing the contractor and requesting your cooperation as we work together toward this major advancement for WV in processing WIC transactions.

Farmer's Market Nutrition Program

The West Virginia Farmer's Market Nutrition Program (WVFMNP) has been funded by the United States Department of Agriculture for another season. The program will run from July 1, 2011 through October 31, 2011. The goals of the WVFMNP are to provide locally grown fruits and vegetables to WIC participants and senior citizens, as well as promoting farmers' markets. WIC participants will receive light blue Farmer's Market coupons, while the senior citizens will receive green Farmer's Market coupons. Both coupons can only be redeemed by WVFMNP participating farmers. The coupons **CANNOT** be accepted in WIC approved grocery stores. If an authorized WIC vendor accepts a Farmer's Market coupon, it will be rejected for payment. Questions concerning the light blue WIC Farmer's Market coupons should be addressed to Rhiain Sovine, West Virginia WIC Program at (304) 558-0030. Questions concerning the green Senior Citizens Farmer's Market coupons should be addressed to Connie Tolley, West Virginia Department of Agriculture at (304) 558-2210.

Juice

Some vendors are selling Juice in 59 ounce containers as WIC Approved. Only 100% Juice in 64 ounce shelf stable cans, plastic bottles, plastic jugs, refrigerated cartons and 12 ounce frozen cans are WIC Approved and are specifically listed in the West Virginia Love To Grow Cashier's Guide. Vendors should check their juice inventory because some companies have downsized their 64 ounce containers to 59 ounce containers.

Vendors may not permit WIC participants to substitute 64 ounce concentrate juice for 12 ounce frozen juice or 12 ounce frozen juice for 64 ounce concentrate juice. Substitutions are sanctionable offenses which could cause your store to receive sanction point assessments, which in turn may require attending mandatory training. Cashiers should be instructed to redeem WIC vouchers for what is specifically written on the voucher.

Returned Vouchers

Does your store have WIC vouchers that you are afraid to deposit because you think they will not “pass” through the banking system? One reason vendors might hold on to vouchers and “take a loss” could be from the misunderstanding that they will accumulate sanction points if there’s a mistake on the voucher. WIC currently does not assess sanction points for voucher rejections. However, rejection rates are considered during reauthorization to verify compliance with Vendor Selection Criteria. Vendors are only assessed sanction points through compliance buy investigations, routine monitoring and administrative issues. Some mistakes cannot be paid such as accepting vouchers outside the valid dates to spend but others may be paid by mailing the rejected voucher directly to the state office for payment consideration. This process takes a little longer but it may help prevent losses that your store may incur.

Submission of vouchers to the State WIC Office must be done in a timely manner and must be attached to the Request for Reimbursement Form (located at Appendix F in your West Virginia Vendor Handbook or at the West Virginia WIC web site <http://ons.wvdhhr.org>) justifying how the problem occurred and what corrective action was taken to eliminate the problem. Vouchers rejected from the banking system for “signature missing” or “price changed incorrectly” are only paid once during your two (2) year agreement with the WIC Program through the State Office.

If you have any questions regarding this matter, please feel free to call the Vendor Management Unit at (304) 558-1115. Remember, mistakes don’t always have to be costly. When in doubt, send the voucher in for payment consideration to see if we can help resolve your payment problems.

Time to Clean Your Vendor Stamp

Is your WV WIC Vendor Stamp clearly printing your four digit vendor number? If not, it may be time for a thorough cleaning. Your rubber stamp should be cleaned occasionally with rubbing alcohol or an all-purpose cleaner. A fabric inkpad works the best when trying to get a good impression. Readability of all four numbers on the front of the WIC voucher is the key to payment of WIC vouchers. If your store’s vendor stamp is damaged or worn out, please do not order additional stamps from your office suppliers. WIC provides vendors with one vendor stamp free of charge during their two (2) year WIC Agreement. To order a new vendor stamp, please contact the Vendor Management Unit at (304) 558-1115.

WEST VIRGINIA
Department of



Earl Ray Tomblin, Governor
Michael J. Lewis, M.D., Ph.D., Secretary

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