



Michigan WIC Vendor News

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WIC Vendor Training Sessions

The WIC program will be scheduling group training sessions with WIC authorized vendors in the NORTHERN part of the state. Below is a list of NORTHERN counties that will be notified of training in their area over the next several months.

ALCONA	GOGEBIC	MENOMINEE
ALGER	GRAND TRAVERSE	MIDLAND
ALPENA	HOUGHTON	MISSAUKEE
ANTRIM	IOSCO	MONTMORENCY
ARENAC	IRON	NEWAYGO
BARAGA	ISABELLA	OCEANA
BENZIE	KALKASKA	OGEMAW
CHARLEVOIX	KEWEENAW	ONTONAGON
CHEBOYGAN	LAKE	OSCEOLA
CHIPPEWA	LEELANAU	OTSEGO
CLARE	LUCE	PRESQUE ISLE
CRAWFORD	MACKINAC	ROSCOMMON
DELTA	MANISTEE	SCHOOLCRAFT
DICKINSON	MARQUETTE	WEXFORD
EMMET	MASON	
GLADWIN	MECOSTA	

(Continued in next column)

Training notifications will be mailed to you with the date, time, and location of the group training in your area. **At least one representative from each store is REQUIRED to attend, per the terms of the WIC vendor contract.** This includes independent vendors, AND chain outlets.

If you miss your scheduled training, contact our office immediately to find out if there is another training session scheduled for your area that you may attend. Once we have completed the initial found of training sessions, we will assess attendance to determine if and where additional sessions are needed.

Change of Ownership

WIC authorization is not transferable to a new owner. Should a change of ownership occur, the store is no longer authorized to accept WIC transactions until a contract is written between the Department and the new owner.

New owners seeking a WIC vendor contract must submit a written request for an application to the Michigan Department of Community Health WIC program. To be eligible for WIC authorization under the “change of ownership” policy, the request must be received within 30 calendar days from the date the ownership changed (as evidenced by a final bill of sale) or 30 calendar days from the date the previous owner ceased doing business as a WIC vendor at that location.

Failure of the new owner to notify the Department of the change of ownership within the timeframe above may result in the loss of WIC authorization.

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WIC WEBSITE ADDRESS

www.michigan.gov/wic

Change of Location

A vendor must notify the Department immediately upon a change of business location.

1. If the new location is greater than 1 mile from the previous location in an urban area, or greater than 2.5 miles from the previous location in a rural area, the WIC vendor contract is immediately rendered NULL AND VOID. In order to be authorized at the new location, the vendor must re-apply and meet all authorization criteria.
2. If the new location is less than 1 mile from the previous location in an urban area, or less than 2.5 miles from the previous location in a rural area, the vendor will retain its authorization and the contract will be amended to reflect the change of location/address.

If you have questions regarding the change of location policy, please contact your WIC vendor analyst.

1099-K Tax Forms

The WIC office has received several calls from vendors asking how to obtain 1099 tax forms which show the year-end total of deposits made from SNAP and WIC transactions. Please be advised that these forms must be requested from ACS/Xerox, the company which processes your WIC reimbursements. ACS can be contacted at 1-888-529-1693.

WIC Bridge Card

It has been brought to our attention that some vendors are refusing to manually enter card numbers of bridge cards that won't scan due to various reasons. The following is a reminder of WIC policy regarding use of the WIC Bridge Card.

1.) The client must present a WIC Bridge card in order for the transaction to be processed. A card number that is memorized or written on a piece of paper is not acceptable without a card or, at least, part of a card. No other ID is required, and it does not matter if the shopper is the person who was issued the card. If the

shopper presents a card and knows the PIN, the transaction should be accepted.

2.) If the card is presented but will not scan, it is WIC policy that the vendor **MUST** attempt to manually enter the card number. The client cannot be refused their benefits simply because the card will not scan.

3.) If a card will not scan, you may suggest the WIC client obtain a replacement card through a toll-free call to the ACS Client Help Desk at 1-888-678-8914.

4.) It takes 3-5 business days for a WIC client to receive a replacement card. Some clients may be reluctant to request a replacement card as they will not have access to their WIC benefits while waiting to receive the replacement card. If this is the case, you may suggest the client purchase a few extra WIC items ahead of time to carry them over during the 3-5 day mailing period.

IMPORTANT REMINDER

You Must Scan Each Separate UPC

Per your WIC Vendor Contract, you are required to scan the UPC of each item a WIC customer purchases.

Scanning a different UPC than what the WIC customer is actually purchasing is a serious violation which can result in termination and a 3 year disqualification from the WIC Program, as well as termination and disqualification from SNAP.

This is true even if the item actually purchased is WIC approved. For example, it is a violation to scan one brand of WIC approved gallon whole milk but actually sell a *different* brand, even if the prices are the same.

It is okay to scan one UPC when selling multiple identical WIC approved items, as identified by UPC. For example, when selling two cans of powder Enfamil Premium, you could enter a quantity of 2 and then scan the UPC for powder Enfamil Premium once.

In-Store Promotions Reminder

You must ensure all incentives (such as free merchandise) offered to WIC clients to redeem their WIC benefits at your store are also offered to all other customers.

Vendors are not allowed to offer ANY incentive for the purpose of attracting WIC clients only. Any sign that specifies “WIC” is a violation unless it also lists all other forms of tender accepted by your store in the exact same lettering. It is a violation to make WIC stand out in any way from other forms of tender you accept in your store.

For example, the following promotion is a violation because it highlights WIC and does not include the other forms of tender accepted by your store:

“Free bag of diapers with a purchase of \$20.00 or more. This includes WIC.”

To make this promotion acceptable, the phrase **“This includes WIC” must be removed**

OR

the phrase “This includes WIC” must be changed to include cash, food stamps, credit cards or any other forms of tender accepted at your store, in the exact same lettering.

Vendors may not, under any circumstances, offer cash, alcohol, tobacco or lottery to WIC clients as an incentive, even if these items are being offered to non-WIC customers.

Sanction Policy Correction

In the current Vendor Sanction Policy, Section C, Violation #5 states the length of disqualification for the listed violation as three years. This is an inadvertent typographical error and has been corrected. The correct disqualification period for this violation is one year.

WIC Saves

WIC saves. It saves money and the health of clients. Did you know that for every \$1.00 spent on WIC, over \$3.00 is saved in Medicaid costs. How is this possible?

Among other things, the WIC Program is a food prescription Program. To obtain WIC benefits, each of your WIC customers had to have a health screening at their local WIC clinic. In that screening, a blood sample was checked, body measurements were taken and their eating habits were assessed. These things were done to identify their health risks.

WIC then determined what specific foods each WIC client needs to address their specific health risks. Their WIC benefits were then issued, or, one might say they were given their WIC food prescription to address those health risks.

In order for each WIC customer to reduce those health risks, they must obtain and consume the food prescribed to them by the WIC Program.

If they do, there will likely be much less need for medical treatment in the future, especially for pregnant women, infants and children. That is where the savings comes in. Getting a healthy start in life is critical to growing up healthy. Go to the WIC website listed on page one for a whole list of savings and health related benefits that WIC provides for its’ clients.

Please do your part. Make sure your WIC customers are only getting what is prescribed on their WIC EBT Bridge Card. Anything else undermines the purpose of the WIC Program. Also, anything else is a USDA WIC Program violation.

If you know a store or a customer that is cheating or abusing the WIC Program, please report it by calling 1-800-Call-WIC.

WIC Program Terminations & Disqualifications

The following WIC vendors were recently terminated and disqualified from the WIC program due to violations of WIC program policies and procedures.

La Media Luna
Fennville MI

Sunset Party Store
Pontiac MI

JB Fuel
Parma MI

T & M Convenient Store
Saginaw MI

Hubbardston Market
Hubbardston MI

Country Farm Market
Pontiac MI

JB Fuel
Litchfield MI

Noor Fruit Market
Melvindale MI

WIC Food List

The WIC Program is in the process of updating the list of WIC approved foods and anticipates release of the new photo food list in mid-2013. You will be notified of the changes to the WIC food list in a separate letter and will be sent a supply of the new food lists at that time. Until then, **the current food list, dated March 1, 2011, is still in effect.**



Who Do I Call For Help?

For assistance with or questions about the POS equipment, call the ACS/Xerox Vendor Help Desk at 1-888-529-1693.

To report fraud and abuse, call 1-800-CALLWIC (225-5942). You do not have to leave your name, but please provide as much detail about the situation as possible. If you are reporting fraud/abuse by another WIC vendor, please provide the correct street address for the store so we may investigate your complaint. If you wish to speak to someone personally about your complaint, call Luane Goodman at (517) 335-8935.

For general questions about WIC policies and procedures, **please call the WIC vendor analyst who is responsible for your county or zip code as noted on the attachment to this newsletter.** Calling the appropriate vendor analyst for your area will result in faster, more efficient service.



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