

Contract Formula Conversion – Post-Conversion Troubleshooting Guidance

Thank you to State and local agency staff, as well as our MI-WIC, EBT, and vendor partners for their efforts to support this important conversion project, ultimately providing Michigan WIC clients with enhanced access to standard infant formula benefits. As with any project of this scope spanning multiple data systems and partners, we may experience a need to troubleshoot client issues. Please see the Guidance below to assist you in resolving potential issues promptly and effectively.

As a reminder, the following communications are planned for the morning of Wednesday, October 12:

- E-Notice to local agencies confirming completion of successful conversion.
- Blast phone messages to families of clients with contract/Class I formula benefits indicating, “You are now able to redeem your WIC benefits at the store.”
- Vendor notification reminding them of APL action needed.

Q: What should I do if I hear from a client who is confused about what changed, and if or how it will affect them?

A: Note that the change is limited to clients issued contract/Class I formula. If they’re affected, explain that they now have more options for infant formula when shopping. Refer them to the updated [Temporary Choices for Powder Formula Effective October 12](#) listing on the Michigan WIC website and educate them about the changes. Refer to the LA Staff Q&A document for education tips.

Q: What if a client reports an apparent problem with the conversion?

A: Determine the nature of the problem and address accordingly.

- 1. Is it a client without a contract/Class I containing formula food package, who reported an issue transacting any WIC benefits on the evening of October 11 (or early morning October 12)?**
 - It is possible that due to the large volume of transactions going through the EBT processor on the night of October 11, families who do not receive a contract/Class I formula may have experienced a temporary transaction issue at checkout. Following successful completion of conversion activities (confirmed by LA E-Notice), clients should be reassured that any potential issues should now be resolved, and they can try shopping again.
- 2. Is it a conversion-affected client, reporting they can redeem WIC benefits except for their contract/Class I formula?**
 - Successful formula redemption of *any* contract/Class I formula beginning October 12 is contingent upon vendors utilizing the latest Authorized Product Listing (APL). **Vendors have been notified the new APL will be available to them Wednesday morning, October 12, and that they must download this file to transact contract/Class I formula transactions.** If you receive reports of clients unable to transact contract/Class I formulas or their alternatives at any vendor beginning October 12, please refer or transfer the client to the State Vendor Helpline (800-942-1636, option 2, to speak with vendor staff). If LA staff prefer to address the call and contact the State WIC office, **please be sure to collect the vendor store name, address, time of attempted formula transaction, and details regarding the formula (name, form, size) they were attempting to redeem to share with the vendor unit.**

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Note: As Wal-Mart has a longer APL access time, the intent is to deliver the APL file to them earlier, which should allow them to update their systems during the appropriate window without impacting prior transactions.

3. Is it a client reporting unsuccessful transaction of formula, that appears/may be unrelated to the conversion?

- There are several factors that can impact successful redemptions. Please work through the troubleshooting steps below.
 - Check the food package assigned.
 - Ensure the client has current formula benefits on their card.
 - Make sure the client has an adequate number of cans (i.e., cannot buy large can if only 1 can on benefits remaining).
 - Ensure the client is attempting to redeem the **correct size**.
 - When possible, please confirm the UPC (found on the substitute chart) of the product they are attempting to redeem.
 - If you have confirmed the above information and the client is still unable to redeem, please email the Vendor Team at MDHHS-WICVendor@michigan.gov and provide:
 - Store Name and Location
 - Date and Time of the Transaction
 - Last four digits of the Client ID
 - Report - Did the cashier scan the formula?
 - Report - Did the client talk to the manager?

4. Is it a conversion-affected client, reporting a concern with their contract/Class I formula balance, or other WIC benefits balance after the conversion?

- Refer to the LA Staff Q&A document regarding how to see and verify formula benefit balance changes. If there is an issue with benefit balances, contact the State Consultant Du Jour Helpline (800-942-1636, option 2) and ask to speak with the Consultant Du Jour.

For any other issues local agency staff are unable to resolve, please contact that State Consultant Du Jour Helpline at 800-942-1636, option 2.