

WIC Pharmacy

Register Quick Guide



Michigan Department of Health & Human Services



WIC Rx Quick Facts

- Pharmacy Vendors may only accept WIC benefits for infant, child, and adult **formula or nutritional**s. Other WIC foods (milk, cheese, juice, etc.) may not be redeemed at a stand-alone WIC-authorized pharmacy.
- Pharmacy Vendors must order specialty formulas for WIC clients and source them within **2 business days**.
- Pharmacy Vendors are required to **split cases**, as WIC clients are not prescribed formula based on case quantity.
- All currently WIC-approved formulas can be found on the **Michigan WIC Authorized Formulas** list on the WIC Vendor website.

If you are having trouble reading a client's formula prescription or identifying the correct UPC for order placement, please call the **WIC Client Helpline** at 1-800-942-1636; press #2.

Ordering WIC Formulas

1. Check client shopping list, benefit balance or WIC Connect Mobile app for **benefit expiration date, quantity and product description**.
2. Pay special attention to **product name, size, form and container**.
3. Refer to the list of **Michigan WIC Authorized Formulas** to verify authorized products.
4. Look up the product using both **individual and case UPCs**.
5. Call the client's **local clinic** or the **WIC Client Helpline** at 1-800-942-1636 if you are unable to identify the correct product.
6. Formulas and nutritionals should be available for pick-up by clients within **2 business days** of order placement.
7. No doctor's prescription is required to place an order for specialty formulas or nutritionals.

Allowed to Process on WIC

- Manufacturer Coupons
- Buy One Get One Free (BOGO)
- Discount Specials
- Store Loyalty Programs
- Free Ounces by Manufacturer
- Volume Discounts

All WIC Exchanges:



Expired



Exchanges for Same



Expired



Selects Different Formula



Items Not Scanning

1. Check client's **benefit balance or WIC shopping list** to ensure the client was prescribed the selected food.
2. Check to see if the card is **visually damaged**.
3. Use the **Michigan WIC Authorized Formulas** list to verify if the item is the correct WIC-approved product.

Reminders

- The client must be in possession of the WIC Card at the time of the transaction.
- You may never ask a client for additional ID verification or their PIN number.
- The card number may only be keyed in if the magnetic strip is damaged and the card is not scanning.
- WIC and SNAP EBT cards look very similar. Make sure client swipes the correct EBT card.

Learn How To Process WIC

- Select **WIC Purchase (F2)**
- Client swipes Michigan WIC EBT Card
- Client enters **PIN** and presses **Enter**
- Scan items to be purchased
- When finished scanning, press **Total (F1)**
- Enter coupon amount, if applicable
- Client approves transaction
- Select **F1** to complete the transaction
- The Terminal will then print 2 receipts

*NOTE: The above instructions are for stand-alone Point-of-Sale devices.
Your system may differ.

Additional Guidance

Cashiers should know how to:

- Run a balance inquiry
- Troubleshoot error messages
- Read a client shopping list
- Order specialty formulas and nutritionals

WIC Connect Mobile App

Features

1. Monitor WIC benefits and view WIC shopping list
2. Scan UPCs to identify WIC approved items
3. Access WIC Resources, including the Food Guide
4. Look up contact information for local WIC clinics
5. Request appointments and receive reminders
6. Makes it easier to stay up to date with WIC news
7. Contact the Michigan WIC Program directly through the app with questions or concerns



Resources

WIC Vendor Website

Michigan.gov/WICVendor

Vendor Relations Unit

Phone: 517-335-8937

Fax: 517-335-9514

Email: MDHHS-WICVendor@michigan.gov

WIC Client Helpline

1-800-942-1636; press #2

FIS Merchant Help Desk

1-888-529-1693; press #1, then #2



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