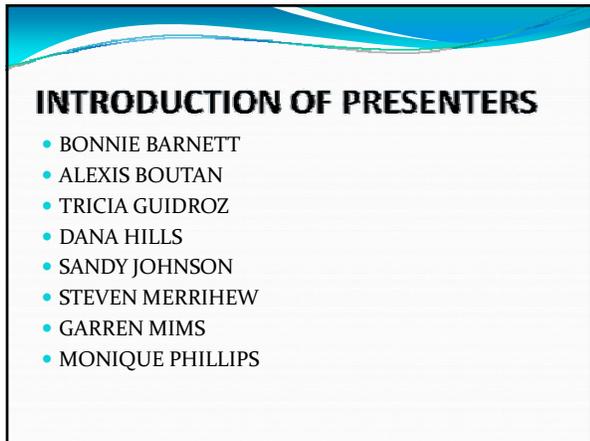




**LOUISIANA WIC
VENDOR TRAINING**

September 14, 2012





INTRODUCTION OF PRESENTERS

- BONNIE BARNETT
- ALEXIS BOUTAN
- TRICIA GUIDROZ
- DANA HILLS
- SANDY JOHNSON
- STEVEN MERRIHEW
- GARREN MIMS
- MONIQUE PHILLIPS

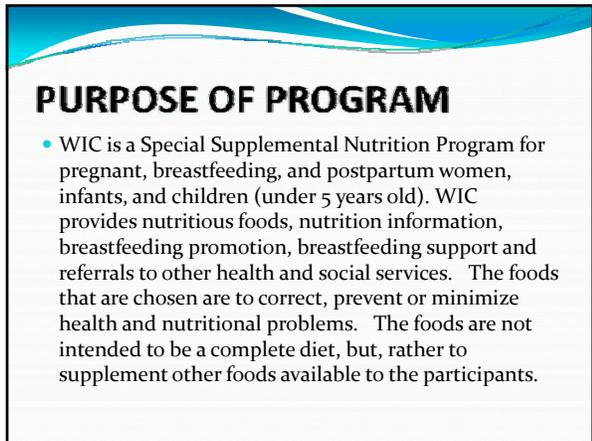


AGENDA

• 9:00	Introduction	Tricia Guidroz
• 9:20	Purpose of Program	Alexis Boutan
• 9:25	Infant Formula Sources	Bonnie Barnett
• 9:30	Program Food List	Dana Hills
• 10:00	**Break**	
• 10:10	Transaction Procedures	Sandy Johnson
• 10:25	Use of Incentive Items	Alexis Boutan
• 10:30	Claims Procedures	Monique Phillips
• 10:40	Complaints	Garren Mims
• 10:50	Sanctions	Steve Merrihew
• 11:00	Wrap-up	Tricia Guidroz



PURPOSE OF PROGRAM



PURPOSE OF PROGRAM

- WIC is a Special Supplemental Nutrition Program for pregnant, breastfeeding, and postpartum women, infants, and children (under 5 years old). WIC provides nutritious foods, nutrition information, breastfeeding promotion, breastfeeding support and referrals to other health and social services. The foods that are chosen are to correct, prevent or minimize health and nutritional problems. The foods are not intended to be a complete diet, but, rather to supplement other foods available to the participants.



INFANT FORMULA SOURCES

Purchasing Infant formula from Approved Manufacturers

Purchase infant formula from a list of Infant Formula manufacturers registered with the Food and Drug Administration (FDA), that provide infant formula, licensed wholesalers or licensed distributors or licensed retailers provided by the Louisiana WIC Program. Failure to comply will result in denial of application or termination from the WIC program.

LOUISIANA WIC PROGRAM INFANT FORMULA LISTING EFFECTIVE SEPTEMBER 1, 2009

<http://new.dhs.louisiana.gov/assets/epi/Center-PHCH/Center-PH/nutrition/wic/WICinfantformulawholesaledistributors.pdf>

- A & P Tea Company 1401 Jefferson Hwy Jefferson LA 70121
- Abbott Nutrition 3300 Stelzer Road Columbus OH 43219-7677
- Affiliated Foods Southwest, Inc. One American Place Baton Rouge LA 70805
- Albertson's, Inc. 320 Somerlos Street Baton Rouge LA 70802
- Affiliated Foods Southwest, Inc. 12103 Interstate 30 Little Rock AR 72209
- Associated Grocer Inc. 9393 Perkins Road Baton Rouge LA 70800
- Associated Wholesale Grocers 2929 State Line Road Southaven MS 38671
- Ben E. Keith 580 Flournoy Lucas Road Shreveport LA 71102
- Bill and Ralphs Inc. 170 Thurman St Springhill LA 71075
- Brookshire Brothers, Inc. 1003 Mahon DeRidder LA 70643
- Brookshire Grocery Company 4701 Central Monroe LA 71005
- Caldwell Wholesale Company Inc. 9630 St Vincent Ave Shreveport LA 71106
- Capitol City Wholesale 2023 N. Foster Road Baton Rouge LA 70806
- Caro Foods Inc. 2324 Bayou Blue Rd Houma LA 70794
- Choctaw Provision Company Inc. 800 Choctaw Drive Baton Rouge LA 70821
- Church Point Wholesale Grocery Co. Inc. 4684 Church Point Hwy Church Point LA 70525
- F. Christiansa & Company P.O. Box 68 Marrero LA 70073
- Franklin Supply Inc. 75 Lee Street Franklin LA 70538
- George W Groetsch Inc. 5605 Jefferson Hwy Harahan LA 70123
- Grocer's Supply Company 3131 East Holcomb Houston TX 77021
- Grocery Supply Company 130 Hillcrest Sulphur Springs TX 75483

CONTINUED LOUISIANA WIC PROGRAM INFANT FORMULA LISTING EFFECTIVE SEPTEMBER 1, 2009

- Imperial Food Supply 4800 North Street Baton Rouge LA 70806
- Malone & Hyde, Inc. 1602 Pinhook Road Lafayette LA 70508
- Mead Johnson Nutritional Group 2400 West Lloyd Expressway Evansville IN 47721-0001
- Moran Foods Inc./Super Valu Stores, Inc. 8550 United Plaza Blvd Baton Rouge LA 70809
- Nestle Infant Nutrition 12 Vreeland Road, Box 697 Florham Park NJ 07932-0697
- Nestle USA 800 North Brand Blvd Glendale CA 91203
- Ouachita Distributing Company Inc. 2100 Booth Street Monroe LA 71201
- P. A. Menard Inc. 4373 Michoud Blvd New Orleans LA 70129
- PBM Corporate Offices 204 North Main Street Gordonsville VA 22942
- PBM Nutritionals, LLC 147 Industrial Park Road, Po Box 2109 Georgia VT 054682109
- Price & Co., Inc. 9900 Ryan Street Ste 200 Lake Charles LA 70601
- Ross Products Division 625 Cleveland Ave Columbus OH 43215-1724
- Say A Lot 100 Corporate Office Drive Earth City MO 63045
- Scariano Brothers L.L.C. 7850 Townsend Place New Orleans LA 70128
- SHS North America 9900 Belward Campus Drive Ste 100 Rockville MD 20850
- Solus Products, Inc. 8910 Purdue Road, Ste 230 indianapolis IN 46268
- Super Fresh/Say A Center, Inc. 3867 Plaza Tower, 1st Floor Baton Rouge LA 70816
- SuperValu Grocery Co. 301 Martin Luther King Blvd South Indianola MS 38751
- Tim's Wholesale 4000 Florida Blvd Baton Rouge LA 70806
- The Coor-Williams Company 320 Somerlos Street Baton Rouge LA 70802
- The Kroger Co. 320 Somerlos Street Baton Rouge LA 70802
- The Trading Company 836 S. Post Oak Sulphur Springs LA 70663
- Wal-Mart Stores 3022 Hwy 743 Opelousas LA 70570
- Winn Dixie Montgomery, Inc. 600 Edwards Avenue Harahan LA 70151

PROGRAM FOOD LIST

LOUISIANA WIC APPROVED FOOD LIST



Cereals

12, 14, 18, 24 & 36 ounce boxes/bags only (exception: GM Rice Chex 12.8 oz and Quaker Instant Oatmeal 11.8 oz)

- GM Cheerios (*plain*)
- GM Honey Kix
- GM Rice Chex
- GM Multi Bran Chex
- Kellogg's Corn Flakes (*plain*)
- Kellogg's Unfrosted Mini Wheats Bites Size
- Malt-o-Meal Mini Spooners Frosted
- Malt-o-Meal Mini Spooners Strawberry Cream
- Post Honey Bunches of Oats (*honey roasted*)
- Post Honey Bunches of Oats Vanilla Clusters
- Quaker Oat Meal Squares *Hint of Brown Sugar*
- Quaker Oats Old Fashioned Oatmeal
- Quaker Instant Grits Any Flavor
- Quaker Instant Oatmeal (*regular flavor*)
- B & G Foods Cream of Wheat, Whole Grain (2 1/2 minute)

Use this guide to choose box sizes to get up to 36 ounces of cereal

	+		=	36 oz
	+		+	
				= 36 oz
	+		=	36 oz

Required Minimum Stock : 5 varieties 15 boxes/bags

Infant Cereal

- **ALLOWED:**
 - Dry, plain (*not mixed with fruit*) 8 oz box
 - Least expensive brand is required to be purchased
 - Any brand is allowed
- **NOT ALLOWED:**
 - flavored cereal, (*fruit, yogurt or formula*), canned, individual servings

Required Minimum Stock : 8 oz - 15 boxes - dry - no fruit added

Infant Formula

- **ALLOWED:**
 - As prescribed on the WIC food instrument (quantity, size, brand & type).
 - Must be iron fortified.
- **NOT ALLOWED:**
 - Substitutions

Required Minimum Stock :
Enfamil Gentlease 12.4 oz powder ~ 30 cans AND
Enfamil Prosobee 13 oz concentrate ~ 72 cans AND
Enfamil Premium Infant with Iron 13 oz concentrate ~ 72 cans

Infant Fruits

- Beech-Nut (*Stage 2*)
- Gerber (*2nd Foods*)
- Nature's Goodness (*2*)
- 4 oz jars only
- Single ingredient only (*i.e., Bananas or Pears, etc.*)
- Approved Flavors:
 - Applesauce
 - Banana
 - Peaches
 - Pears
 - Plums

Required Minimum Stock : 4 oz ~ 3 varieties – 96 jars – Infant Fruits

Infant Vegetables

- Beech-Nut (*Stage 2*)
- Gerber (*2nd Foods*)
- Nature's Goodness (*2*)
- 4 oz jars only
- Single ingredient only (*i.e., carrots or green beans, etc.*)
- Approved Flavors:
 - Butternut Squash
 - Carrots
 - Golden Sweet Potatoes
 - Green Beans
 - Peas
 - Squash
 - Sweet Peas
 - Sweet Potatoes
 - Winter Squash
 - Young Green Beans

Required Minimum Stock : 4 oz ~ 3 varieties – 96 jars – Infant Vegetables

Infant Meats/Poultry

<p>• ALLOWED:</p> <ul style="list-style-type: none"> • Beech-Nut (<i>Stage 1</i>) • Gerber (<i>2nd Foods</i>) • Nature's Goodness (<i>2</i>) • 2.5 oz jars only • Single ingredient with broth or gravy (<i>i.e., turkey & turkey broth</i>) • Approved Flavors: <ul style="list-style-type: none"> • Beef • Chicken • Lamb • Turkey • Veal 	<p>• NOT ALLOWED:</p> <ul style="list-style-type: none"> • Organic • Added sugars, starches or salt • Added fruits, vegetables, rice or pasta • Dinners or desserts • Multipacks • DHA • Mixed fruits or vegetables • Added cereal or yogurt
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**Required Minimum Stock : 2.5 oz ~
2 varieties – 31 jars – Infant Meat/ Poultry**

Juices

<ul style="list-style-type: none"> • 64 ounce 100% - Plastic: <ul style="list-style-type: none"> • Campbell's Tomato Juice (<i>no spicy/picante</i>) • Campbell's V-8 • Welch's 100% Grape (<i>purple</i>) • Welch's 100% Grape (<i>white</i>) • Lucky Leaf Apple • Tropicana Orange • Northland Cranberry Grape • Juicy Juice Apple Banana • Juicy Juice White Grape • Juicy Juice Punch • Juicy Juice Apple • Juicy Juice Apple Raspberry • Juicy Juice Cherry • Juicy Juice Orange Tangerine • Juicy Juice Strawberry Banana 	<ul style="list-style-type: none"> • 11.5 – 12.0 ounce frozen concentrate: <ul style="list-style-type: none"> • Dole Pineapple • Dole Pineapple Orange-Banana • Dole Pineapple Orange • Welch's 100% Grape (<i>purple</i>) • Welch's 100% Grape (<i>white</i>) • Seneca Apple • Seneca Grape (<i>purple</i>) • Orange Juice • Grapefruit Juice (<i>white</i>) • Grapefruit White Allowable Brands: <ul style="list-style-type: none"> • Flavorite, Albertson's Minute Maid, Top Frost, Shur Fine, Great Value, IGA & Piggly Wiggly • Orange Allowable Brands: <ul style="list-style-type: none"> • Hy Top, Shur Fine, Flavorite, Minute Maid, Albertson's, Price Saver, Piggly Wiggly, Crisp, Best Yet, Top Frost, IGA, Tropicana & Great Value
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**Required Minimum Stock :
11.5-12 oz frozen – 6 containers AND
64 oz plastic container – 6 containers**

Eggs

Large, White Eggs Dozen

<p>• ALLOWED:</p> <ul style="list-style-type: none"> • Least expensive brand required 	<p>• NOT ALLOWED:</p> <ul style="list-style-type: none"> • Extra large, medium, small, brown, low-cholesterol or specialty eggs
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Required Minimum Stock : dozen – 10 dozen – large – white

Peanut Butter

Smooth, Crunchy or Whipped 18 oz jar

- **ALLOWED:**
 - - Any brand is allowed
- **NOT ALLOWED:**
 - Flavored or added ingredients (*i.e. honey roasted, jelly, honey, marshmallow, etc.*)

Required Minimum Stock : 18 oz ~ 15 containers – no jelly etc. added

Dried Beans/Peas

- **ALLOWED:**
 - **Peas:** Chick, Black-eyed, Split, Lentil1 lb. package
 - **Beans:** Black, Navy, Pinto, Kidney, Soy & Lima..... 1 lb. package
 - Any brand is allowed
- **NOT ALLOWED:**
 - Canned, fresh, frozen, mixed, added flavoring, soup mixes

Required Minimum Stock : 1 lb ~ 5 bags – not mixed with rice or seasonings

Cheese

- **ALLOWED:**
 - American, Mild Cheddar, Medium Cheddar, Mozzarella (part skim) & Swiss 8 oz or 16 oz
 - Block or Sliced (not individually wrapped).
 - Low Fat, Fat Free, and Low Sodium varieties are approved.
 - Least expensive brand, in the category of the participant's choice, required
- **NOT ALLOWED:**
 - Cheese product, spread or food, deli, grated, random weight, shredded

**Required Minimum Stock :
8 oz – sliced/block ~ 5 - 8 oz. packages AND
16 oz – sliced/block ~ 5 – 16 oz. packages**

Milk

- **Homogenized:**
 - Whole, Reduced Fat (2%), Low Fat (1%), and/or Fat Free (Skim) Gallon & Quart
 - Least expensive brand required in the category of the participant's choice. **NOT ALLOWED:** Flavored milk, buttermilk, soy milk
- **Lactose Reduced/Lactose Free:** *(Must be printed on food instrument)*
 - Whole, Reduced-Fat (2%), Low Fat (1%) and/or Fat-Free (Skim) Half Gallon and Quart
- **Soy Beverage:** *(Must be printed on food instrument)* Half Gallon
 - 8th Continent brand only
 - Whole, Reduced-Fat, Low-Fat and/or Fat-Free
 - Any flavor is allowed.

Required Minimum Stock :
 Homogenized Milk - Whole - gallons (unflavored) - 2 containers
 Homogenized Milk - Whole - quarts (unflavored) - 4 containers
 Homogenized Milk Low Fat (1%) - gallons (unflavored) - 4 containers
 Homogenized Milk - Skim - gallons (unflavored) - 4 containers
 Homogenized Milk - Skim - quarts (unflavored) - 4 containers

Tuna Fish

<ul style="list-style-type: none"> • ALLOWED: <ul style="list-style-type: none"> • Light, Dark, or Blended 5 - 6 oz can • Any brand is allowed • Dolphin safe, packed in water or oil 	<ul style="list-style-type: none"> • NOT ALLOWED: <ul style="list-style-type: none"> • White, albacore, flavored, seasoned, foil packs
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Required Minimum Stock :
 5 - 6 oz - Tuna Fish 10 cans - Dolphin safe

Pink Salmon

<ul style="list-style-type: none"> • ALLOWED: <ul style="list-style-type: none"> • <u>Chicken of the Sea</u>, <u>Starkist</u> & <u>Bumble Bee</u> brands only5 -6 oz can • Packed in oil or water • May contain bones or skin • Regular or lower sodium content 	<ul style="list-style-type: none"> • NOT ALLOWED: <ul style="list-style-type: none"> • Red or Blue back salmon • Specialty or Diet salmon • Organic Salmon
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Required Minimum Stock :
 5 - 6 oz - Canned Pink Salmon - 5 cans, Starkist, Chicken of the Sea, or Bumblebee

Bread ~ 100% Whole Grain

<ul style="list-style-type: none"> • ALLOWED: • Roman Meal, Sungrain, 100% Whole Wheat16 oz loaf • Nature's Own, Sugar Free, 100% Whole Grain ...16 oz loaf • Sara Lee, Classic, 100% Whole Wheat16 oz loaf • Wonder, Soft, 100% Whole Wheat16 oz loaf 	<ul style="list-style-type: none"> • NOT ALLOWED: • White bread • Buns • Rolls • Bagels • Frozen dough • Organic bread
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Required Minimum Stock :
1 lb loaf ~ 6 loaves - WIC Approved 100% WG Bread

Brown Rice

<ul style="list-style-type: none"> • ALLOWED: • Riceland and Cajun Country brands only 16 oz box/bag 	<ul style="list-style-type: none"> • NOT ALLOWED: • White rice • Flavored rice • Wild rice • Rice Mixes • Organic rice
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Required Minimum Stock :
1lb box/bag ~ 6 boxes/bags, Cajun Country or Riceland, Whole Grain, Brown Rice

Fresh Fruits & Vegetables

Any brand/Any Variety (excluding white potatoes)

<ul style="list-style-type: none"> • ALLOWED: • Whole or pre-cut fruit or vegetable. • Pre-cut may be packages or containers (e.g., bagged salad, pineapple-in plastic container) • Yams and sweet potatoes. Organic is allowed 	<ul style="list-style-type: none"> • NOT ALLOWED: • White potatoes, herbs, & spices • Any potatoes, except orange yams and sweet potatoes. • Bagged greens (e.g., lettuce, spinach, etc.) with other ingredients such as croutons or dressing. • Party trays or fruit baskets • Decorative & ornamental fruits and vegetables (e.g., garlic on a string, gourds, etc.) • Salad bar items • Dried Fruit and nut mixtures • Peanuts or other nuts • Herbs and Spices - NOT ALLOWED: • Anise • Basil • Bay Leaves • Caraway • Chives • Cilantro • Dill • Horseradish • Lemon Grass • Marjoram • Mint • Oregano • Parsley • Rosemary • Sage • Tarragon • Thyme • Vanilla Beans
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Required Minimum Stock :
At least 2 different kinds of fruits and vegetables

Homeless WIC Food Items

FOOD ITEM	SIZE	QUANTITY
• Infant Formula	4, 8, 32 oz can (rtf)	3 Varieties
• Infant Cereal	3 oz box	5 boxes
• Infant Juice	4 oz bottle	15 bottles – 2 Varieties
• Fruit Juice	6.75 oz box	1 – 9 packs
	12 oz bottle	2 – 4 packs
	5-5-6 oz can	1 – 6 packs
• Powdered Milk	25.6 oz box	2 boxes – 1 Variety
• Tuna Fish	5-6 oz can	2 cans – 1 Variety
• Cereal	12 oz box	
• Beans/Peas	7-8 oz or 15-16 oz can	5 cans – 2 Variety
• Peanut Butter	18 oz jar	1 container
• Evaporated Milk	5 or 12 oz can	5 cans

Website: <http://new.dhh.louisiana.gov/assets/oph/Center-PHCH/Center-PH/nutrition/wic/UPCCodesforNewFoodPackage.pdf>

LOUISIANA ELIGIBLE FOOD LIST

(Updated as of May 26, 2012)

100% FRUIT JUICE

Frozen Juice - 11.5 - 12 oz

ITEM	SIZE	UPC CODE	UPC CODE
Dole 100% Pineapple	12 oz	0 49000 06120 6	
Dole Pineapple Orange	12 oz	0 49000 06120 9	0 51000 14757 8
Dole Pineapple Orange Banana	12 oz	0 49000 06120 0	0 51000 14756 1
Jessica 100% Apple	12 oz	0 97100 00018 4	0 41800 21700 6
Jessica 100% Orange (orange)	12 oz	0 97100 00047 8	0 41800 21700 9
Walter's 100% Orange (orange)	11.5 oz	0 41800 11000 3	0 28000 44170
Walter's 100% Orange (orange)	12 oz	0 28000 02043 3	0 28000 10836
Flavorite OrangeFruit	12 oz	41187 4041 6	0 28000 00020
Great Value OrangeFruit Juice Process	12 oz	787428128	0 28000 00824
Great Value OrangeFruit	12 oz	1116113121	0 28000 44130
Great Value OrangeFruit	12 oz	1116113121	0 28000 00811
Albertson's 100% Orange Juice	11.5 oz - 12 oz	4118371101	0 28000 29005
Albertson's Orange Juice Country Style	11.5 oz - 12 oz	4118371100	0 28000 43970
Albertson's 100% Orange Juice with Calcium	11.5 oz - 12 oz	4118371106	0 28000 11571
Albertson's 100% Orange Juice, No Pulp	11.5 oz - 12 oz	4118371120	0 28000 12159
Flora 100% OrangeFruit	12 oz	0 20000 02019 8	0 28000 12063
USA OrangeFruit	12 oz	0 20000 02040 0	0 48000 00572 9
Minute Meal 01 OrangeFruit	12 oz	0 20000 02040 0	7 53790 00203 4
Minute Meal 01 with Calcium	12 oz	0 20000 02040 0	
Minute Meal 01 with Calcium	12 oz	0 20000 02040 0	



Ten (10) Minute Break



TRANSACTION PROCEDURES

The Vendor shall complete the WIC food instrument transaction as follows:

- Check the valid period.
- Accept Food Instruments and Cash Value Vouchers(CVV) ONLY during the month and year shown on the Food instrument or CVV.
- Food Instruments/CVV's accepted outside of the month and year shown on the food instrument will NOT be paid or reimbursed.

The Vendor shall complete the WIC food instrument transaction as follows:

- Separate WIC food items and CVV items from non-WIC food items.
- If the participant is cashing more than one food instrument or CVV at a time, each food instrument transaction must be handled separately.

The Vendor shall complete the WIC food instrument transaction as follows:

- Allow only the food items in the specified quantities and container sizes listed on the food instrument to be purchased.
- For CVV's only allow the purchase of approved fresh fruit and vegetables up to the maximum dollar value printed on the CVV.
- WIC participants **MUST** receive all of the foods listed on their food instrument.
- Adult cereal selection must be as close as possible to the quantity stated on the food instrument (36oz.), without exceeding the stated amount of ounces.

The Vendor shall complete the WIC food instrument transaction as follows:

- Refer to the WIC Approved Food List to ensure that WIC approved foods and container sizes are purchased
- Dispense infant formula as prescribed on the food instrument.
- Vendors may not provide unauthorized fresh fruits and vegetables, nor issue change to a WIC customer for purchases less than the total value of the CVV.

The Vendor shall complete the WIC food instrument transaction as follows:

- Ring up each food item individually. Do not add sales tax.
- Deduct applicable coupons/bonus card sales from the total dollar amount.
- No money or additional items can be included in the actual dollar amount of the sale written on the food instrument.
- A food instrument can only be accepted as payment for the total list of WIC food items on the food instrument.

The Vendor shall complete the WIC food instrument transaction as follows:

- The Vendor must charge current shelf prices or less.
- Ring up each CVV individually.
- Do not add sales tax.
- No money or additional items can be included in the actual dollar amount of the sale written on the CVV.
- A CVV can only be accepted as payment for approved fresh fruits and vegetables.

The Vendor shall complete the WIC food instrument transaction as follows:

- Write, in ink, the actual dollar amount of sale on the food instrument.
- The sales amount written on a CVV is not to exceed the actual value of the CVV amount which will not exceed \$6.00 or \$10.00. Any overages may be paid by another means of payment: cash, Food Stamp/SNAP EBT, card credit/debit card etc.
- If the dollar amount written is in error draw a line through it and write the correct dollar amount of the sale above the incorrect one.
- If the food instrument or CVV is altered upward and subsequently rejected from the Agency's contracted banking system, it must go through the reimbursement process.

The Vendor shall complete the WIC food instrument transaction as follows:

- The Vendor shall be held accountable for actions of employees in the utilization of WIC food instruments or provisions of supplemental foods.
- **SHOULD THE VENDOR'S EMPLOYEE(S) MAKE AN ERROR ON THE FOOD INSTRUMENT OR CVV, THE WIC FOOD PACKAGE OR APPROVED FRESH FRUIT AND VEGETABLES MUST BE GIVEN TO THE WIC PARTICIPANT.**
- If the purchase price exceeds the maximum value of the CVV, the participant is allowed to pay the overage with his/her funds. If the overage is paid for with a Food Stamp/SNAP EBT card, the overage is not subject to any tax. However, if the overage is paid for by other forms (i.e., cash, credit card, debit card, check), then the overage is subject to being taxed.

The Vendor shall complete the WIC food instrument transaction as follows:

- Vendors agree to accept WIC CVVs only from participants, parent(s), caretaker(s), or proxy of an infant or child.
- The WIC participant, parents, or caretakers, of an infant or child must then sign the food instrument/CVV on the "Food Received By" line.
- The countersignature must match the signature on the "Issued To" line as it appears on the food instrument/ CVV OR must match the WIC Recipient's or Proxy's signature as it appears on the WIC food instrument blue folder.
- If the signatures do not match, write "VOID" on the food instrument/CVV and instruct the participant to return to the clinic of food instrument issuance.

The Vendor shall complete the WIC food instrument transaction as follows:

- **EXCEPTION:**
- In some cases, food instruments/CVV's are mailed to WIC participants.
- In these cases, there will be no signature of the participant on the "Issued To" line.
- In the space following "Issued To", it will state, "Mailed on ___/___/___ By _____".
- In these instances, the WIC participant must sign the food instrument/CVV on the "Food Received By" line.
- The signature must match one of the signatures on the WIC participant food instrument blue folder.

The Vendor shall complete the WIC food instrument transaction as follows:

- Stamp, using black ink, the Vendor number in the space provided on the front of all food instruments/CVV's before depositing them.
- The back of each food instrument/CVV should be endorsed before depositing them into the bank.
- Endorsements should include store name, and number (if applicable).
- The food instrument/CVV is only negotiable at the Vendor's bank and must be deposited in the bank within 30 days from the valid period stated on the food instrument/CVV.

REMEMBER:

- Accept Food Instruments and CVVs only during the month and year stated on the voucher
- WIC participants should NEVER get money or change back from a CVV
- WIC participants are NOT required to show any form of identification other than the WIC food instrument blue folder
- Vendors cannot charge participants, caregivers of infant and child participants or proxies for approved foods or fresh fruit and vegetables obtained with food Instruments or CVV's
- Vendors cannot seek restitution from WIC participants for Food Instruments/CVV's not paid or partially paid by the State Agency

USE OF INCENTIVE ITEMS



POLICY AND PROCEDURE REGARDING USE OF INCENTIVE ITEMS

- Vendors cannot single out WIC participants by using "WIC" in advertisements for store specials (i.e., free merchandise offers).
- A WIC participant shall participate in any special offers extended to the general public (sales, discounts, and free merchandise offers based on the amount of purchase and not the type of sale).

Policy and Procedure Regarding Use Of Incentive Items

- WIC prohibits vendors (regular or above-50-percent) from offering incentive items solely to WIC participants in an effort to encourage participants to redeem their WIC food instruments at those stores.

Policy and Procedure Regarding Use of Incentive Items

- Section 246.12(h)(3)(iii) of the Federal WIC regulations requires vendors to offer Program participants the same courtesies that are offered to non-WIC customers. This is a violation of Federal WIC regulations, thereby constituting a vendor violation.

CLAIMS PROCEDURES



WIC FOOD INSTRUMENT/CVV REIMBURSEMENT

WIC food instruments/CVVs are negotiable only at the Vendor's bank and must be deposited into his/her bank account within 30 days from the valid period stated on the food instrument/CVV. The Agency's contracted banking system requires that Vendors legibly stamp, in black ink, the Vendor's unique number in the designated space on each food instrument/CVV prior to depositing.

Requests for Reimbursement

- 1. Complete a WIC Food Instrument/CVV Reimbursement Form (WIC-20).**
- 2. Staple original food instruments/CVVs to a blank 8½ X 11 sheet of paper (maximum of three food instruments/CVVs per page). Do not overlap food instruments/CVVs.**

- 3. Make copies of the WIC-20 and its corresponding WIC food instruments (originals/I.R.D.s only).**
- 4. Submit the completed WIC-20 along with its corresponding food instruments/CVVs to the Vendor Management Unit.**

- 5. Upon receipt of the reimbursement requests, Nutrition Services will record the date received, review for accuracy and completeness, process the request(s) and submit the request(s) to Fiscal Services for approval.**

- 6. Incorrect or incomplete WIC- 20's will delay the reimbursement process.**
- 7. Additional WIC-20 forms can be acquired from Nutrition Services.**

Vendors shall NOT seek restitution from the WIC participants for food instruments/CVVs that may not be/have not been paid by the Agency.

The Vendor must make his/her request for reimbursement for bank rejected food instruments/CVVs no more than 60 days from the end of the valid period stated on the food instrument/CVV.

Any food instrument/CVV submitted thereafter will NOT be considered for reimbursement. FOOD INSTRUMENTS/CVVs ACCEPTED OUTSIDE OF THE VALID PERIOD WILL NOT BE REIMBURSED.

• Complaints Help WIC Improve Service

- ✓ The WIC Nutrition Program routinely handles complaints about WIC shoppers, WIC clinics, and retail stores. We view complaints as an opportunity to improve program services. We use the information to update materials, training, and education.
- ✓ Your customer service skills help you handle customer issues at your store, but please let us know if serious problems arise. Our staff will listen to your concerns and help you with difficult WIC shoppers.
- ✓ We contact retail stores, WIC clinics, and WIC shoppers with reminders about rules and regulations of the program. Our goal is to improve the WIC shopping experience for everyone.
- ✓ Please call 504-568-8229 to report or discuss a complaint. You can also report a complaint online.

VENDORS RESPONSIBILITIES

• ACT OF EMPLOYEES

- ✓ Vendors are responsible for the acts of their employees related to the WIC Program.

• Avoid violating civil rights laws by doing the following:

- ✓ Recognize cultural differences and your responsibility for treating people with respect. Be aware of language limitations or differences in their interactions.
- ✓ Prevent misunderstanding or legal challenges by avoiding touching, making sexual comments or inappropriate jokes when dealing with employees or customers.

VENDORS

• Report Problems with WIC Participants

- Vendors shall notify the local WIC clinic of instances when participants or proxies have failed to comply with WIC Program requirements or are abusive to store personnel.
- Local WIC clinics train participants about approved foods and appropriate checkout procedures.

PARTICIPANTS

- **Report Problems with WIC Vendors**
- ❖ It's important that retailers comply with all WIC rules. WIC staff provide ongoing training and assistance. We also conduct on-site visits, investigations, and audits.
- ❖ When problems arise, depending on the frequency and severity, we will first try to help you correct them. WIC may give a verbal warning requiring the store to take corrective action.
- ❖ **Typical problems include:**
 - **Not meeting the minimum inventory requirements.**
 - **Selling non-approved foods.**

For some violations, the Louisiana WIC Program may impose sanctions. Possible sanctions include requiring the vendor to reimburse the program for improperly handled WIC food instruments or pay a fine or penalty fee. The vendor would receive a written claim, which explains the violation, the action being taken, the amount owed to the Louisiana WIC Program, how to resolve it, and any available appeal rights. More serious violations may result in termination of a vendor's WIC agreement or disqualification from the program.

WIC Vendor Sanctions

WIC Sanctions include:

- Warnings
- Disqualifications
- Civil money penalties

WIC Vendor Sanctions

- Sanctions depend upon the severity of the violation
- Also on the number of times the violation has occurred

WIC Vendor Sanctions

During the disqualification period, the WIC Vendor must:

- Remove the “WIC Authorized Vendor” poster
- Cease accepting WIC Food Instruments for the entire period of the sanction.

WIC Vendor Sanctions

- Disqualification results in termination of the Vendor Agreement.

Federally Mandated Sanctions

VIOLATIONS (7 CFR 246.12 (I) (i))	FEDERAL SANCTIONS
• Conviction for trafficking in WIC checks or selling firearms, ammunition, explosive or controlled substance as defined in Section 102 of the Controlled Substance Act 21 U.S.C. 802.	• Permanent disqualification from the WIC Program
• One incidence of buying or selling WIC checks for cash (trafficking) or one incidence of selling firearms, ammunition, explosives, or controlled substance as defined in 21 U.S.C. 802.	• Six (6) year disqualification from the WIC Program
• Sales of alcohol/tobacco (1 incidence)	• Three (3) year disqualification from the WIC Program
• Sales exceeding inventory	• Three (3) year disqualification from the WIC Program
• A pattern of charging participants more for supplemental foods than non-WIC customers or charging participants more than the current shelf or contract price	• Three (3) year disqualification from the WIC Program
• A pattern of receiving, transacting and/or redeeming WIC checks outside of authorized channels, including the use of an unauthorized vendor and/or unauthorized person	• Three (3) year disqualification from the WIC Program

Federally Mandated Sanctions

VIOLATIONS (7 CFR 246.12 (I) (i))	FEDERAL SANCTIONS
• Charging for supplemental food not received by the participant	• Three (3) year disqualification from the WIC Program
• Credit/non-food items	• Three (3) year disqualification from the WIC Program
• Unauthorized food items in exchange for WIC checks, including charging for supplemental food provided in excess of those listed on the WIC check	• One (1) year disqualification from the WIC Program
• A vendor who has been assessed a sanction for any of the violations in this section, receives another sanction for any of these violations, the State agency shall double the second sanction Second Mandatory Sanction	• Second Mandatory Sanction

Federally Mandated Sanctions

VIOLATIONS (7 CFR 246.12 (l) (i))	FEDERAL SANCTIONS
<ul style="list-style-type: none"> • A vendor who has been assessed two or more sanctions for any of the violations in this section, receives another sanction for any of these violations. The State agency shall double the third sanction and all subsequent sanctions. The Louisiana Department of Health and Hospitals shall not impose civil money penalties in lieu of disqualification for third or subsequent sanctions. • The State agency will disqualify a vendor who has been disqualified from SNAP. This disqualification will be for the same length of time as the SNAP disqualification. The WIC disqualification may begin at a later date than the SNAP disqualification, and is not subject to administrative or judicial review under the WIC Program. 	<ul style="list-style-type: none"> • Third or Subsequent Mandatory Sanction • Disqualification based on SNAP disqualification

Federally Mandated Sanctions

VIOLATIONS (7 CFR 246.12 (l) (i))	FEDERAL SANCTIONS
<ul style="list-style-type: none"> • The State agency shall not accept voluntary withdrawal of the vendor from the Program as an alternative to disqualification for violations listed in this section, but shall enter the disqualification on the record. In addition, the State agency shall not use non-renewal of the vendor agreement as an alternative to disqualification. • For each violation subject to a mandatory sanction, the State agency shall impose a Civil Money Penalty in lieu of WIC disqualification if such disqualification of the vendor would result in inadequate participant access. The civil money penalty shall not exceed \$1,000 per violation and \$44,000 per investigation maximum CMP). 	<ul style="list-style-type: none"> • Voluntary Withdrawal or Non-renewal of agreement • Civil Money Penalty

STATE AGENCY SANCTIONS

- State agency sanctions may include disqualifications, civil money penalties assessed in lieu of disqualification, and administrative fines. A "pattern" of a single violation shall be established prior to determining the penalties listed above.
- **Pattern:** The occurrence of 2 or more single/identical category violations

CATEGORY I VIOLATIONS	CATEGORY I SANCTIONS
<ul style="list-style-type: none"> • Deficiency in stock • No signed "Procedure for Cashing WIC Food Instruments/CVVs form on site" 	<ul style="list-style-type: none"> • First Offense: 2 Written Warning Letters Initial Warning Letter allowing 30 days from receipt of the " " letter for resolution. For Deficiency in Stock violations, Vendor must submit documentation to show the purchase of food item(s) deficient in as well a corrective action plan. All other Category I Violations, Vendor must submit corrective action plan.

STATE AGENCY SANCTIONS

State agency sanctions may include disqualifications, civil money penalties assessed in lieu of disqualification, and administrative fines. A "pattern" of a single violation shall be established prior to determining the penalties listed above.

Pattern: The occurrence of 2 or more single/identical category violations

CATEGORY I VIOLATIONS	CATEGORY I SANCTIONS
<ul style="list-style-type: none"> Failing to fill out the dollar amount of the transaction in front of the participant 	<p>2nd Warning Letter sent if the Vendor has not provided documentation of resolution within 30 days from receipt of initial written warning.</p> <ul style="list-style-type: none"> Second Offense: An occurrence of 3 identical category 1 violations in a WIC Vendor Contract period - Disqualification from participation for 90 days from receipt of notification or a CMP (if participant hardship is determined), CMP based on schedule (see section G, page 11 of Standard Provisions of Agreement). Third Offense: Disqualification for 1 year

State Agency Sanctions

CATEGORY II VIOLATIONS	CATEGORY II SANCTIONS
<ul style="list-style-type: none"> Falsification of prices on WIC-3 form(s) or via Vendor Portal Overdue balance to the WIC Program (15 days following notification of balance due) 	<ul style="list-style-type: none"> First Offense: 3 Written Warning Letters Initial Warning Letter allowing 30 days from receipt of the letter for resolution. 2nd Warning Letter sent if the Vendor has not provided documentation of resolution within 30 days from receipt of initial written warning. Second Offense: An occurrence of 2 of a single type of category II violations within the contract period - Disqualification from participation for 9 months from receipt of notification or a CMP (if participant hardship is determined), CMP based on schedule (see section G, page 11 of Standard of Provision of Agreement) Third Offense: Occurrence of 3 or more of a single type of category II violations within the contract period - Disqualification for 1 year

WEBINAR WRAP-UP

OTHER

PLEASE CHECK THE LOUISIANA WIC PROGRAM WEBSITE
<http://www.dhh.louisiana.gov/index.cfm/page/944>
FOR LATEST VENDOR NEWS ALERTS



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