

Issue 7: MARCH 2021 — **KANSAS WIC VENDOR NEWS**
ANNUAL TRAINING



REQUIRED ANNUAL TRAINING

The State Agency (SA) is required to provide training to WIC Authorized stores on an annual basis. This document provides information on the 10 required elements set forth in the federal regulations which are: **Program Requirement Changes; Program Purpose; eWIC Transactions; Claims Procedures; Incentive Requirements; Complaint Process; Sanction System; Minimum Stock Requirements; Approved Infant Formula Sources; and Authorized Foods**

Answers to the questions in the attached quiz can be found in this document as well as the *Kansas WIC Program Cashier Training Manual*, which is located on the [Vendor Training Materials webpage of the WIC Website](#):

http://www.kansaswic.org/download/WIC_Cashier_Training_Manual.pdf.

The *Kansas WIC Program Cashier Training Manual* is a useful training tool and is used in new employee training sessions and as a refresher for existing cashiers.

THANK YOU!

This year we again offer thanks to you, our vendor partners, for your tireless effort to feed our WIC clients and the families in your community during the ongoing pandemic. We value your hard work and we are grateful. Thank you!

PROGRAM HIGHLIGHTS IT'S CONTRACT RENEWAL TIME

All vendors are assigned to one of three "Vendor Management Groups." These groups are arranged by county and each vendor group has a different three-year contract cycle. Every year, the contract of one vendor management group expires.

Your Kansas WIC Vendor Participation Contract is scheduled for renewal if your store is in one of the counties listed below:

Allen, Bourbon, Butler, Crawford, Ellis, Greenwood, Johnson, Miami, Neosho, Osage, Osborne, Phillips, Rooks, Russell, Sedgwick, Shawnee, Smith, Wabaunsee

An Application Renewal Packet is also required. In February, both the Vendor Participation Contract and Application Renewal Packet were emailed to stores in these counties. Contracts and renewal applications should be emailed to lisa.long@ks.gov by **April 15**. Please take a moment to return both the contract and the application renewal if you haven't already.

Information concerning the required annual training for the stores in these counties is located on page 2 of this newsletter.

The Store Manager and/or Store Trainer must review this document, then complete and return the attached quiz. This information must then be shared with store staff, especially cashiers. The quiz can be copied and used as an in-house training resource.

Please review page 2 for annual training requirements if your store is listed in one of these counties:

Allen, Bourbon, Butler, Crawford, Ellis, Greenwood, Johnson, Miami, Neosho, Osage, Osborne, Phillips, Rooks, Russell, Sedgwick, Shawnee, Smith, Wabaunsee

TRAINING AND MONITORING FOR CONTRACT RENEWAL STORES

If your store is located in one of the counties identified on page one, your training will be provided by the WIC local vendor manager who works with your store. You will need to ensure **at least one store manager or store trainer receives the required face-to-face training**. The person receiving the face-to-face training is then responsible for sharing the training with the rest of the store staff.

The WIC local vendor manager will also conduct a monitoring visit to ensure your store meets minimum stock requirements.

DOES YOUR STORE NEED VENDOR SUPPLIES?

Did you know that you can order vendor supplies online? Shelf labels, door decals, Cashier Training Manuals and Vendor Program Booklets can all be ordered through the Kansas WIC website. The link to the Kansas WIC Materials Order form is here:

http://www.kansaswic.org/vendors/materials_order_form.html

Please allow two weeks for the supplies to be packaged and mailed to your store.

WHAT IS WIC

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) and it was established in 1972. It was created in response to studies that showed limited income pregnant women, breastfeeding women, postpartum women, infants and children up to five years of age were at greater risk of inadequate nutrition resulting in higher infant mortality and overall diminished physical and mental health. **The purpose of the WIC program is to provide supplemental foods, nutrition education (including breastfeeding promotion) and referrals to other health services to eligible individuals who are at nutritional risk.**

VENDOR RESPONSIBILITIES

WIC vendors play an important role in the health community. WIC benefits contain a food prescription designed to supplement the WIC client's unique nutritional needs. The vendor provides foods that ensure the WIC client receives what is prescribed in their food benefit package. The vendor agrees to comply with requirements in the **WIC VENDOR CONTRACT** and the **KANSAS WIC VENDOR MANUAL**. Both are located in the vendor section of the **WIC website**, <http://www.kansaswic.org/>.

In addition to other important tasks, vendors ensure that clients:

- **Are able to redeem their benefits by maintaining minimum stock requirements**
- **Can identify WIC foods with the use of shelf labels**
- **Are treated with respect and provided the same service and courtesies as non-WIC customers**
- **Are given their receipts and provided the opportunity to review their mid-purchase receipt**

The vendor's role is vital to the success of the WIC program.

MINIMUM STOCK REQUIREMENTS

The vendor agrees to keep shelves stocked or have products immediately available on-site to satisfy minimum stock requirements at all times during the contract period. The specific brands, package size and quantities required are listed on the Minimum Stock Requirements form. WIC approved foods must be located in areas readily accessible to WIC clients or available elsewhere at the vendor location (e.g. back stock room.) Outdated food will not be counted in minimum stock assessments. The store may request an exemption from certain formulas as well as baby food. The request is made through the WIC Local Agency vendor manager who will determine if client needs can be met with an exemption in place.

INFANT FORMULA

Infant formula used in the WIC program must be purchased from a reputable, Kansas WIC approved wholesaler/retailer/manufacturer. The following manufacturers are approved:

- Abbott Nutrition
- Mead Johnson Nutritional Group
- Nestlé HealthCare Nutrition, Inc.
- Nutricia North America
- PBM Nutritionals
- Prolacta Bioscience

For more information about the Kansas WIC infant formula requirements please review the information found in the Formula Manufacturers and Products policy http://www.kansaswic.org/download/Formula_Manufacturers_Products_rev.pdf.

and list of wholesalers/retailers/manufacturers:

http://www.kansaswic.org/download/Approved_Infant_Formula_Wholesalers_Retailers_Manufacturers.pdf.

APPROVED SUPPLEMENTAL FOODS

The Kansas WIC program provides authorized foods to clients via a retail purchase system using contracted grocery vendors. WIC benefits may be used to purchase only the items specified in the client's food package.

BRAND SPECIFIC FOODS	NON-BRAND SPECIFIC FOODS
Infant Formula	Fruits and Vegetables
Baby Food	Peanut Butter/Fish
Infant Cereal	Dried Beans/Peas
Breakfast Cereals	Canned Beans
Juice (orange juice is non-brand specific)	Milk/Eggs/Cheese
Whole Wheat & Soft Corn Tortillas/ Whole Wheat Pasta	Whole Wheat Bread
Soy Milk/Yogurt/Tofu	Brown Rice

Clients are not required to purchase all items in their benefit package at the same time. No foods or container sizes may be substituted for those specified in the client's food benefit package.

Items in the client's food benefit package are very specific to what they may buy. If an item being purchased is not in the client's food benefit account, the item cannot be purchased with the eWIC card, but can be purchased with another form of payment (i.e. SNAP, debit/credit, cash, etc). Please review the Vendor Food Card for the list of approved foods:

http://www.kansaswic.org/download/KansasWIC_VendorFoodCard-4Pg.pdf

eWIC TRANSACTIONS

- Shoppers can be of any age—As long as the shopper has the correct PIN for the card presented, the transaction can proceed.
- Never ask for a WIC customer's PIN.
- ID is not required for a WIC transaction.
- The cashier must **wait** until the customer has **completely** entered their PIN before finalizing the transaction,
- PIN attempts - The card locks on the third attempt, resulting in a transaction error. Direct the customer to their local WIC clinic. PIN attempts are reset after midnight.
- **Allow customer to review the mid-receipt.** It lets them see which of their items were covered by WIC and gives a chance to approve or disapprove the purchase. If there are items not covered (they didn't have enough benefits or brought up the wrong items), the cashier can remove those items from the order so the shopper doesn't have to pay for them with another tender.
- Customers are not required to purchase foods not paid for by WIC— If the customer doesn't want to pay for foods left in a remaining balance after eWIC is tendered, offer to remove the food items from the order.
- Never ask a WIC customer to pay the difference between the requested price and the Not-to-Exceed (NTE) maximum price paid by the WIC program for WIC foods.
- A WIC Approved Food List should be kept by each register for reference.
- **HELPFUL HINT: Are you using the using the WIC Shopper App?**
Use the WIC Shopper App! This app indicates whether an item is WIC approved. WIC clients are also encouraged to use the app. They can scan an item and know whether it is in THEIR specific food benefit package. When the client scans items prior to checkout, it helps to prevent transaction errors!

PROVIDE ALL RECEIPTS TO WIC CUSTOMERS – INCLUDING THE MID-RECEIPT

REMEMBER TO DOWNLOAD THE APPROVED PRODUCT LIST (APL) DAILY!!

Downloading the APL daily will help prevent transaction errors at the POS. An item may be in the customer's food benefit account but if it is not in your APL, it will not ring up as a WIC approved item.

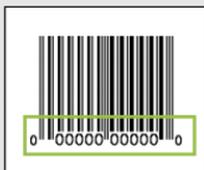
PLEASE HELP US KEEP OUR APPROVED PRODUCT LIST (APL) UP-TO-DATE

You can do this by letting us know when there are:

- Foods missing from our APL
- UPC Changes
- New products that might be WIC approved

The link for adding a UPC is located on the WIC Vendor website. Be sure to include the 12-digit UPC

<http://www.kansaswic.org/manual/forms/Request to Add a UPC form.pdf>.



COUPONS/INCENTIVE ITEMS

Stores may wish to provide their customers with special, "Incentive Items," that allow customers to get the maximum foods, such as Buy-One, Get-One Free. Although WIC clients must be allowed to take part in offers made to other customers, the store cannot make special offers to WIC clients only that exclude other customers.

WIC clients are strongly encouraged to use coupons, store specials and loyalty cards to purchase WIC foods. WIC clients must be afforded the same opportunities and offers as other shoppers, with one exception: **WIC clients cannot be provided Rain Checks.** If foods that are part of a client's benefit package are not available, the client may go to another vendor to purchase that item or return to the original vendor later when the item is in stock.

COMPLAINTS

The WIC program's success is based on the partnership between the State Agency (SA), the Local Agency (LA), the client and the grocery store/vendor. The program expects both clients and store staff treat each other with respect and dignity. Clients may file complaints against stores when staff treat them rudely or when they are denied a product that is in their benefit package.

Stores also have the right to make a complaint against a client. To make a complaint about a client, please call the Local Agency. All reports of abuse and/or complaints should be made within ten days after the incident. Include the client's name (if known), date and time of the incident, details such as the physical description of the client and what was said, names of staff persons who witnessed the incident. The complaint will be discussed with the client and appropriate actions taken

CLAIMS

eWIC Payment Disputes

The WIC state agency establishes a calculated not-to-exceed (NTE) amount for each WIC approved food item and uses the NTE to reimburse vendors for items purchased by WIC customers. The vendor agrees to accept as payment in full for each WIC authorized product redeemed the lesser of either: the vendor's requested price for the product, or, the WIC program calculated NTE amount for that product.

If a vendor needs to dispute a payment:

- For integrated POS systems, the vendor's Third Party Processor (TPP) should be contacted.
- For stand-beside POS systems, Fidelity Information Services (FIS) should be contacted.
- All WIC transaction records and bank statements should be retained as advised by your tax consultant.

SANCTIONS

Kansas WIC vendors are informed if their store is determined to be in violation of WIC program policies and procedures, federal regulations, state statutes, the WIC Vendor Contract or the WIC Vendor Manual. Stores that commit violations shall be sanctioned. Vendor violations may be intentional or unintentional. The Kansas WIC program may refer vendors who commit fraud and/or abuse of the WIC program to federal, state or local authorities for prosecution under applicable statutes.

The WIC program has two levels of violations: those that result in Kansas WIC program sanctions and those that result in federally mandated sanctions. **The violations are listed in the WIC Vendor Manual on pages 19-25 and includes items such as using incentive items, failure to allow WIC clients to use coupons or other promotional specials, failure to offer WIC clients the same courtesies offered other customers, scanning a UPC not affixed to the actual WIC item being purchased by the WIC client, allowing the return of food purchased with WIC benefits in exchange for cash, credit or non-food items.** Imposed sanctions may include warning letters, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties, suspensions, terminations, disqualifications or any combination of sanctions.

INFORMATION ABOUT THE REQUIRED QUIZ

RETURN THE QUIZ BY: MAY 1

PLEASE RETURN ONLY THE QUIZ (page 7 & 8) not the whole newsletter

INCLUDE YOUR WIC VENDOR ID NUMBER* ON BOTH PAGES**

Scan and email to Lisa.Long@ks.gov

OR

Fax to 785-559-4243

*****YOUR VENDOR ID:**

- * Is a WIC created number
- * Was issued at the time of your application
- * Was previously referred to as *Vendor Stamp ID*
- * Is listed on your Price Assessments form

Contact Lisa Long (information above) if you do not know your ID #

REQUIRED QUIZ

Please complete this quiz and scan and email both pages to Lisa.Long@ks.gov. Or, fax to 785-559-4243.

RETURN BY MAY 1

Returning this quiz confirms your store has completed the **REQUIRED** annual training. The person completing this quiz is obligated (according to the Vendor Participation Contract your store has signed) to make sure other staff conducting WIC transactions are correctly trained. This document is used as a training tool along with the Vendor Manual and Cashier Manual. A copy of each is kept on line at: http://www.kansaswic.org/vendors/vendor_training.html.

VENDOR ID NUMBER

Call or email if you are unsure of this number

Multiple Choice (CIRCLE ALL THAT APPLY):

1. WIC is a Special Supplemental Nutrition Program the provides:
 - A. Nutritious supplemental foods
 - B. Nutrition education
 - C. Referrals to other health services

2. Vendor responsibilities include:
 - A. Using shelf labels so WIC customers can identify WIC approved foods
 - B. Treating WIC customers with the same respect and providing the same services and courtesies as non-WIC customers
 - C. Giving WIC customers all their receipts and allowing them time to review their mid-receipt

3. Which of the following statements are true about WIC foods:
 - A. WIC foods are nutritious
 - B. Authorized WIC food items are the same for every WIC client
 - C. Non-WIC approved foods can be substituted for WIC approved foods

4. The WIC Shopper App:
 - A. Indicates whether an item is WIC approved
 - B. Let's clients know whether an item is in THEIR specific food benefit package
 - C. Can be used by clients prior to checkout to help prevent transaction errors

5. A store can receive sanctions for the following "unauthorized" practices:
 - A. Scanning a UPC not affixed to the actual WIC item being purchased by the WIC customer
 - B. Failure to allow WIC customers to use coupons or other promotional specials
 - C. Failure to offer WIC customers the same courtesies offered other customers

6. When completing a WIC transaction:
 - A. ID is not required
 - B. The eWIC card locks on the third attempt, resulting in a transaction error
 - C. Customers are not required to purchase foods not paid for by WIC

True or False:

- | | | | |
|-----|---|----------|----------|
| 7. | It is okay to ask for a WIC customer's eWIC PIN. | T | F |
| 8. | I can order vendor supplies on the Kansas WIC Vendor Website. | T | F |
| 9. | WIC clients can be provided rainchecks. | T | F |
| 10. | If I request that a UPC be added, I must include the 12-digit UPC as part of the request. | T | F |
| 11. | The <i>Kansas WIC Program Cashier Training Manual</i> should be used as a training tool in new employee training sessions or as a refresher for existing cashiers. | T | F |
| 12. | WIC customers must identify themselves as a WIC client and provide a picture ID. | T | F |
| 13. | WIC clients can return food purchased with WIC benefits in exchange for cash, credit or non-food items. | T | F |
| 14. | A WIC Approved Food List should be kept by each register for reference. | T | F |
| 15. | WIC clients must purchase all items in their benefit package at the same time. | T | F |
| 16. | Information contained in this newsletter must be shared with store staff, especially cashiers. | T | F |

PERSON COMPLETING THIS QUIZ _____

VENDOR ID NUMBER

TITLE: _____

Email if you are unsure

STORE NAME: _____

STORE ADDRESS: _____

EMAIL & PHONE NUMBER: _____

Lisa Long
(785)296-1323
lisa.long@ks.gov

STATE CONTACT INFORMATION
Kansas Department of Health & Environment
← CONTACT INFORMATION FOR VENDOR MANAGERS →

Ashley Waldo
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