



Idaho WIC Training  
**WIC FOOD PACKAGES**  
Trainer



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**  
DIVISION OF PUBLIC HEALTH

WIC is an equal opportunity provider.

## What Will They Learn?

- Understand how food packages support good nutrition as well as support and encourage breastfeeding
- Describe the 6 main WIC food packages and the 25 base food packages
- Contract formula and exempt formula
- The Idaho WIC Food List and Authorized Foods
- WIC Shopper
- Shopping with eWIC cards
- Explain how to identify a WIC authorized vendor

## Instruction Level

Prerequisite for reviewing this guidebook WIC Eligibility Guidebook

## Items Needed for This Course

The Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) houses all the online materials for staff under the Staff training page.

- Definitions and acronyms (located under the policy manual area)
- Medical Documentation Form
- Formulary Handbook at Staff > Formulary Handbook > Product guide
- Idaho WIC Mother & Infant Food Issuance Grid at Staff > Training > Breastfeeding
- Idaho WIC Program Policy Manual (IWPPM), Chapter 7: Food Delivery and Chapter 6: Breastfeeding Promotion and Support at Staff > Policy Manual
- No online video for this guidebook

## Recommended Time

- Approximate time it takes to complete the WIC course: 1-2 hours
- Approximate time it takes to complete the activities and discussion: 1-2 hours

## Module 1: WIC Food Packages



### Activity 1

1. The learner will be asked to locate the Formula handbook on the WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov), under WIC > Staff > Formulary Handbook > Product Guide and the Formulas Provided by Idaho WIC Program documents. On the Formulas Provided by Idaho WIC Program document, they need to locate the contract and exempt formulas Idaho WIC provides.
2. The learner will need to review the Master Food Package and Basket List to see the current contract and exempt formulas found in food packages. This can be found on the Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) under WIC > Staff > Training > Food Benefits.



The learner will ask for an explanation of the difference between contract formulas and exempt formulas and nutritional WIC provides. Please assist them with finding the documents if asked.

Please explain the difference between the contract formula and the exempt formula/nutritionals. The WIC Program is federally required to contract for the standard infant formulas it provides. This saves WIC millions of dollars in food costs annually and allows us to serve more participants. Every few years, formula companies bid for the WIC contract. The contract is awarded to the qualifying company(s) that provides the lowest price. The contract brand infant formulas are routinely issued to WIC infants receiving formula. Most infant formulas are very similar, and infants can tolerate a variety of brands. WIC provides contract brand infant formula for babies who are not breastfed or babies who are partially breastfed (age one month and older). Staff can issue standard milk-based or soy based formulas determined by the participant's nutrition assessment, cultural needs, religious needs, etc. Idaho WIC does not provide substitutes for standard milk-based or soy-based formula that is not our contract formula.

3. The learner will be asked to locate the Idaho WIC Mother & Infant Food Issuance Grid. If they have questions, please answer their questions and assist them using the document. This will assist staff with determining how much formula an infant needs based on their breastfeeding amount and what food package a mother should be assigned based on her breastfeeding amount. This can be found on the Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) under WIC > Staff > Training > Breastfeeding.

4. The learner will be asked to locate and look at a Direct Bill Form, found on the Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) under WIC > Staff > Forms.



The learner will be asking for local agency procedures/ process with Direct Bills.

5. The learner will be asked to locate the Formula and Nutritional Issuance Grid. This will assist staff with how to calculate the formula needs of an infant. Please answer any questions staff may have on this document. This can be found on the Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) under WIC > Staff > Formula Handbook > Formula and Nutritional Issuance Grid.



## Activity 2

The learner will be asked to look at a copy of the Medical Documentation Form (MDF). This can be found on the Idaho WIC website [wic.dhw.idaho.gov](http://wic.dhw.idaho.gov) under WIC > Staff > Forms.



Please discuss with the learner the common reasons for using the MDF and the procedure in your clinic.

The following supplemental foods require a local agency registered dietitian to obtain medical documentation from a healthcare provider licensed to write medical prescriptions under State law (i.e. doctor, nurse practitioner) using the Medical Documentation form. The healthcare provider must have made a medical determination that the participant has a qualifying condition (such as prematurity, failure to thrive, or various medical health conditions that directly impact a person's nutrition status).

- Any Idaho WIC authorized non-contract brand infant formula
- Any infant formula prescribed to a child or adult
- Any exempt infant formula (special infant formulas for use with unusual medical or dietary conditions).
- Any WIC-eligible nutritional (products that are specifically formulated to provide nutritional support for participants with a diagnosed medical condition where conventional WIC food is precluded, restricted, or inadequate).
- Any supplemental food issued to participants

All Medical Documentation forms must be completed by a healthcare provider and stored as an electronic or written copy. A facsimile or confirmation via telephone to a local agency

registered dietitian must be kept on file until the completed medical documentation form is received within one to two weeks.

Use of electronic documentation, storage and signatures is allowable. Discuss with the Learner your agency's policy and procedure.

Medical oversight of medically fragile participants is required in order to issue supplemental foods in food package 3. However, the healthcare provider has the option to refer to a local agency registered dietitian for identifying appropriate supplemental foods (excluding formula). The prescribed amounts and the length of time the supplemental foods will be used are required. The healthcare provider will have the option to refer on the Medical Documentation form.

A Medical Documentation form is not required for a child to be issued any Idaho WIC authorized soy-based beverage. Registered dietitian approval is required in addition to documentation of the participant's qualifying condition in their file. These include, but are not limited to, milk allergy, severe lactose intolerance, vegan diets, and religious reasons.



### Activity 3

The learner will be asked to:

- List the six main food packages:
    - Food Package 1: Infants birth through 5 months
    - Food Package 2: Infants 6 months through 11 months (up to first birthday)
    - Food Package 4: Children 1 through 4 years of age (up to 5<sup>th</sup> birthday)
    - Food Package 5: Pregnant and partially (mostly) breastfeeding women ( $\geq 50\%$  breastfed)
    - Food package 6: Postpartum and partially breastfeeding women ( $< 50\%$  breastfed)
    - Food package 7: Fully breastfeeding women, partially breastfeeding multiples, pregnant with multiples
- Special Authorizations create thousands of different food package options.



### Activity 4



Please make sure you are aware of which stores in your area use stand beside machines. If there are none, then let staff know that. Also, please explain the difference between a stand beside machine and an integrated system. Please let your learner know where to locate the Idaho WIC Food Lists in your clinic.

1. The earner will be asked to locate a copy of the Idaho WIC Food List. Using the WIC computer system training environment and the food list, they will make a shopping list of the items they would purchase at the store. Please look over their selections and ensure they are reading the brochure appropriately. The learner may ask questions about the Idaho WIC Food List, please be prepared to answer them. The following is a brief overview of some sections of the Idaho WIC Food List:

#### Using your eWIC Card

1. Always use your eWIC card first, before SNAP or other types of payments.
2. Swipe your card and enter your 4-digit PIN when asked.
3. Check the mid-purchase receipt that prints after the card is swiped to see what WIC will pay for.
4. Keep your receipt.

#### Reading the Receipt

This section explains how to read the receipt and shows what WIC paid for and what WIC foods are left in the account.

#### Special Features of Certain Sections

##### Fruits and Vegetables

- Review the chart for determining the cost of produce.
- Educate participants/responsible adult on this chart as it will help them easily track how much money they are spending on fresh fruits and vegetables.

- Review options for paying the difference or putting items back if the participant goes over the amount of their CVB.

## Buy/Do Not Buy

Each section lists what foods can and cannot be purchased with eWIC.

### Cereals/Whole Grains

- Pictures of all the cereals and whole grains that can be purchased with WIC are shown.
- Women and children receive 36 ounces of cereal.
- Several combinations are illustrated to show how many boxes of cereal make up 36 ounces of cereal.

The learner will be asked to review the WIC Shopper App [presentation video](#) and the WIC shopper app overview to learn more about the WIC shopper app. Found at WIC > Staff > Training > Food Benefits. Please show the learner the App on a phone and how it works, and answer questions if they have questions. Let the learners know there is a sample card number they can enter on their phone to show participants what the “My Benefits” screen looks like. This is optional, it is not required that staff download the WIC Shopper App on their personal cell phone.

The WICShopper app is listed in the Using your eWIC Card brochure and there are also WICShopper announcement handouts (English and Spanish) available to give to cardholders.

While the WICShopper app provides a wide range of WIC-related resources, the key features to remind the learner to understand and know how to explain to participants are:

- Checking benefit balance
- Scanning items in the store to determine if they are WIC-eligible

Here are things to remember when teaching participants how to use their eWIC card:

1. Remind the participant that they may use eWIC cards at any WIC authorized vendor.
2. Use the WIC Authorized Food List and WICShopper App, review which foods are allowed.
3. Remind the participant to select only foods from the WIC Authorized Food List in the amounts listed on their eWIC benefits balance (Remember there are multiple ways for a participant to check their balance, including on the WICShopper App under My Current Benefits). Participants can choose to not buy a food or to buy less than the amounts listed on the WIC benefits balance. If a participant selects more than the amounts listed on their WIC benefits balance, they will be responsible for using a different payment option to cover the additional charge or they can choose to put items back.
4. Separating WIC foods from other foods in the grocery cart is only necessary in smaller stores that utilize a “stand beside” machine. These are systems that only process WIC

specific transactions and aren't integrated with the store's other point of sale system. There are currently only 4 stores in Idaho that utilize this type of system.

- Participants should know that they are responsible for any fruit and vegetable costs over the dollar amount of the WIC CVB. If a participant goes over the amount of the WIC CVB, they have the option of putting items back or paying the excess amount.
  - Participants do not get money back if they don't spend the full amount of the WIC CVB.
5. The cashier will ring up the WIC Authorized foods.
  6. Remind the participant to check the Mid-purchase receipt to verify that the desired items were paid for by WIC. Mid transaction receipts are not available with stand beside. If items weren't paid by WIC, participants can either pay for them using a different form of payment or put the items back (cashiers can void the transaction as long as there are non-WIC items still on the transaction).
  7. Remind participants to use their eWIC Card first, then SNAP, then cash, debit, or other method of payment.
  8. Remind participants they don't have to buy everything on the benefit list at one shopping trip.

Improper use of eWIC cards can result in participants losing WIC program benefits. Therefore, teaching participants how to use eWIC cards correctly is very important.

## Module 5 How to identify a WIC Authorized Vendor



### Activity 5

The learner will ask how you can find which grocery stores in your area are WIC authorized vendors. The best way to find this is in the WIC Shopper App, click on WIC Stores. The App not only shows the WIC authorized vendors nearest you, but also shows if they accept eWIC at self-checkout.

If possible, the learner will need to go on a compliance buy to see how vendors are monitored and to ensure they are following the regulations of the WIC Program. Ask your coordinator when compliance buys will happen in your area. Please try and set up a time for the learner to go participate in a compliance buy.