

Idaho WIC Program

eWIC Vendor Operations Guide

Idaho WIC Program
Department of Health & Welfare
Bureau of Clinical and Preventative Services

450 West State Street
P.O Box 83720
Boise, ID 83720-0036

Phone: (866) 347-5484
Fax: (208) 332-7362

WICVendor@dhw.idaho.gov
www.wic.dhw.idaho.gov



Draft Version 2

Revised 9/2019

Table of Contents

Introduction to WIC

Dear Store Owner/Manager.....	2
What is WIC.....	3

Getting your store ready for WIC

Role of the Vendor.....	4
Training.....	4
WIC Customers.....	5
What is WIC EBT (eWIC).....	5
WIC Signage.....	6
Lane Requirements.....	7
WIC Formula.....	7
Food Inventory and Stock Requirements.....	8
Approved Product List.....	9
Produce Mapping.....	9

WIC transactions

Receipt Requirements.....	10
Coupons, Cash, Credit Refunds and Exchanges.....	12
Vendor Prices.....	13
Settlement Information and Transaction Disputes.....	13
Incentive Items, Substitutions.....	14

Additional information

Vendor Agreement	14
Record Retention.....	15
Complaint and/or Incident Reports.....	15
WIC and the SNAP Program.....	16
Claims and Appeals.....	16
Civil Rights.....	17

Who to call for eWIC questions.....	18
--	-----------

Dear Store Owner/Manager,

Thank you for partnering with us to serve WIC families in your community. We appreciate everything you do to help make WIC a success in Idaho.

This operations guide provides important information on Idaho WIC policies and procedures. The purpose of this guide is to assist vendors and their staff in reducing errors and improving the integrity of each WIC transaction. As a manager or store owner you should be familiar with the information in this guide as well as the following resources found on the WIC website (www.wic.dhw.idaho.gov) under the vendor tab:

- Cashier Training Manual
- WIC EBT Operating Rules
- Idaho WIC Food List
- Vendor Agreement

WIC authorized stores have a Vendor Agreement with the Idaho WIC Program to provide specific foods to WIC customers. The Agreement explains the requirements for being a WIC authorized store and the consequences for not following the terms of the Agreement.

It is important for all store employees to follow WIC requirements so the store's WIC transactions can be paid. Stores that do not follow WIC requirements can be issued sanctions and penalties, and can be disqualified from the Idaho WIC Program. Stores disqualified from WIC may also be disqualified from SNAP.

Each year, store owners/managers should expect the following from the State WIC Office Vendor Team:

- Annual training—typically sent in August, to be completed in September
- Monitoring visits and/or compliance buys
- Vendor bulletins—information to be shared with all store staff
- Manager/Owner correspondence—contain important program updates or notifications

Most correspondence from the State WIC Office will be sent to the store manager or owner. Please remember that any correspondence sent by the State WIC Office is urgent and should be opened immediately.

We look forward to working with you to serve WIC families!

Sincerely,

The Idaho WIC Vendor Team
WICVendor@dhw.idaho.gov
866-347-5484



What is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. It is a short term program designed to influence a lifetime of nutrition and health. The purpose of the WIC Program is to prevent health problems and improve the health and nutritional well being of our nation's women, infants and children (WIC) during critical growth periods.

Specific foods high in iron, protein, calcium, vitamins A, C and D, and minerals have been carefully selected and individually prescribed to meet the nutritional needs of the WIC customer. WIC is authorized by the United State Department of Agriculture (USDA) and administered by the Idaho State WIC Program, Department of Health & Welfare. WIC is a 100% federally funded program. WIC benefits are issued for specific food items and cash value benefits are issued for a specific dollar amount for the purchase of fruits and vegetables to meet the key nutrient needs of pregnancy and early childhood growth and development.

WIC is available to pregnant, breastfeeding, and postpartum women and infants and children up to age 5.

To participate in Idaho, these individuals must meet the following criteria:

- Be a resident of Idaho
- Meet income guidelines
- Be at nutritional risk

WIC services are provided at no cost to eligible families and include:

- Healthy foods
- Health screening
- Health and nutrition education
- Referrals to community support services
- Breastfeeding information and support
- Individual counseling with licensed registered dietitians
- Recipes, newsletters and educational material

Role of the Vendor

Authorized WIC vendors play a unique role in the WIC Program and are critical to the success, integrity and effectiveness of the program. The decision to become an authorized WIC vendor is an important one and is appreciated by the State of Idaho.

Local WIC agencies issue WIC benefits for specific foods designed to supplement the WIC customer's nutritional needs. The vendor's role is to assist the WIC customer with purchasing the items listed on their benefits list. Most WIC customers select a vendor that will provide the remainder of their shopping needs and provide good customer service. Current studies show WIC customers spend an additional three to four dollars in cash or SNAP (Supplemental Nutrition Assistance Program) benefits for every WIC dollar spent.

Training

The WIC program is required to provide annual training to authorized vendors. Training dates, times and locations will be announced in advance. A store representative must attend mandatory training sessions per the Vendor Agreement. Failure to attend the mandatory training sessions may result in termination from the Idaho WIC Program.

Training materials and instructions are shared with stores and posted online. At the time of training, a training verification form is provided and must be signed by the vendor representative and returned to the State WIC Office. By signing this form, the vendor representative verifies that all store staff have been trained on the material provided. Training records must be kept on file at the store for 4 years.

It is the vendor's responsibility to ensure all employees are trained on WIC policies and procedures. The vendor shall be held accountable for the actions and inactions of its owners, officers, managers, agents and employees who commit vendor violations in the redemption of WIC benefits and the provision of WIC approved foods and infant formula.

If an English interpreter is needed during the training session, it is the responsibility of the vendor to obtain one and pay for the services.

All training materials may be reproduced. Additional copies can be requested from the State WIC Office or found at www.wic.dhw.idaho.gov.

WIC Customers

WIC customers, which includes WIC participants, parents, caretakers of infant and child participants and proxies, should be treated with the same level of courtesy, customer service and respect as every other shopper in your store. A WIC customer may not be discriminated against for participating in WIC. Negative or derogatory comments are not acceptable.

The vendor shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 and with the nondiscrimination provisions of Departmental regulations (Parts 15, 15a and 15b of this title). For the full nondiscrimination statement, please see page 17 of this guide.

Any information learned about a WIC customer during a WIC transaction must be kept confidential. WIC Customer information must not be posted in any area where other customers can see it. It is important that cashiers and other store staff are trained on how to keep a customer's information private.

WIC EBT (eWIC)

New

WIC EBT is referred to as eWIC to avoid confusion with SNAP EBT. eWIC uses a payment card with a magnetic stripe, similar to a debit card. The WIC Customer's benefit balance is obtained from the card processor using the card number and a valid PIN. The card number links to an account that contains the benefit balance.



The WIC Customer presents food items for purchase and these food items are compared with the Approved Product List (APL) which is loaded in the store's electronic cash register system. Allowable food items are then compared to the benefit balance to determine the available benefits. Food items that match the available benefits and the APL are sent to the card processor for approval. The card processor authorizes each item and calculates the amount to be paid to the WIC vendor.

Idaho WIC authorized vendors are required to have a way of processing eWIC transactions. New systems must be tested by our processor for compliance. You must notify the WIC Program before you upgrade or replace your Point-of-Sale (POS) system.

WIC Signage

Door signs

The vendor should post the “Idaho WIC Accepted Here” sign by the front doors or windows of their business, so WIC customers can identify the store as an authorized WIC vendor. Door signs are provided by the State WIC Office. Vendors may choose to use their own signage to indicate that WIC is an accepted method of payment.



New

Lane signs

Lane signs are required unless all of your lanes accept eWIC transactions. All stores must have at least one open lane that can process eWIC during operating hours.



Accepted forms of payment

Vendors may display a sign that includes the Idaho WIC card image as an accepted form of payment.

Shelf tags

The vendor may choose to use WIC shelf tags provided by the State or create their own with prior approval. The vendor is responsible for ensuring that WIC shelf tags are properly placed to correctly identify food items listed on the current Idaho Food List. If the vendor chooses to use shelf tags in a food category, shelf tags must be placed on all WIC approved foods in that category. Shelf tag placement should be checked regularly.

Lane requirements

New

Stores are required to have at least one lane that is capable of processing eWIC transactions open at all times during operating hours. If a cash register lane is eWIC capable and open, you may not restrict WIC customer access to that lane.

WIC customers may use self-checkout lanes if your store's self-checkout software supports eWIC transactions.

Purchase of Infant Formula by WIC Vendors

To keep the program as cost effective as possible, WIC contracts with formula manufacturers. Vendors are required to carry the current WIC milk based and soy based contract formulas. Please see the minimum stocking requirements on the next page for the number of cans your store is required to stock.

The vendor must purchase infant formula from the list provided in Table 2 of the Idaho WIC Program Vendor Agreement. Vendors failing to purchase their infant formula from this list will be given a warning letter with 30 calendar days to comply with this regulation.

Documentation of where the vendor is purchasing their infant formula must be sent to the State WIC Office upon initial authorization and at anytime there after if requested. This documentation must include an original or copy of a dated invoice with the vendor's name or parent company and a list of the infant formulas purchased. The vendor cannot self-declare this information. Noncompliance could result in termination of the Vendor Agreement.

Food Inventory and Stock Requirements

Vendors must continuously stock and maintain the required minimum quantities of WIC foods according to the table below. A larger version of this table can be found in the Vendor Agreement or at www.wic.dhw.idaho.gov. Failure to maintain the required minimum stock of approved food items could result in termination of the Agreement and/or disqualification from the WIC Program.

Infant Formula	12.4 oz Similac Advance - Powder (6 cans per case)			Milk	1-3 Registers	4-6 Registers	7+ Registers
	1-3 Registers	4-6 Registers	7+ Registers		8 gallons	20 gallons	40 gallons
	10 cans	10 cans	60 cans		Must stock whole milk and 1% and/or skim milk ½ gallon and quart containers can be counted toward the minimum requirement		
	12.4 oz Similac Soy Isomil - Powder (6 cans per case)						
Baby Foods – Fruits and Vegetables	1-3 Registers	4-6 Registers	7+ Registers	Cheese	1-3 Registers	4-6 Registers	7+ Registers
	16 containers	48 containers	112 containers		4 pounds	8 pounds	10 pounds
	Must stock 3.5 oz 2-packs or 4 oz single jars; 2 packs count as 2 containers Must stock 2 kinds of fruits and 2 types of vegetables; no dinners or desserts; brand specific				Must stock at least 2 varieties; see current authorized food list 16 oz (1lb) packages only		
Baby Food – Meats	1-3 Registers	4-6 Registers	7+ Registers	Eggs	1-3 Registers	4-6 Registers	7+ Registers
	10 jars	24 jars	96 jars		4 dozen	8 dozen	10 dozen
	Must stock 2 varieties in 2.5 oz jars; no dinners or casseroles				Must stock white chicken eggs, any size 1 dozen packages only; no brown, organic or specialty eggs		
Baby Cereal	1-3 Registers	4-6 Registers	7+ Registers	Peanut Butter	1-3 Registers	4-6 Registers	7+ Registers
	4 containers	12 containers	24 containers		2 jars	6 jars	10 jars
	Must stock 8 oz containers, brand specific Must have 2 varieties of cereal grains; rice must be one grain variety; No added formula or fruit				Must stock 16-18 ounce jars; smooth or chunky No reduced-fat, spreads, added honey or jelly		
Fresh Fruits and Vegetables	1-3 Registers	4-6 Registers	7+ Registers	Dry Beans, Peas & Lentils	1-3 Registers	4-6 Registers	7+ Registers
	10 pounds	20 pounds	60 pounds		2 pounds	6 pounds	10 pounds
	Must stock 3 types of fruits and 3 types of vegetables				Must stock 2 varieties; no added ingredients or seasonings 16 oz (1 lb) packages or bulk		
100% Whole Wheat Bread	1-3 Registers	4-6 Registers	7+ Registers	Tuna and/or Salmon	1-3 Registers	4-6 Registers	7+ Registers
	3 loaves	4 loaves	10 loaves		6 cans	18 cans	60 cans
	16 oz loaves only; 100% whole wheat only (no light or “lite” bread)				5 oz chunk light or light canned tuna in water or oil; 5 oz pink canned salmon No fresh, smoked, pouches, snack packs, gourmet, organic or flavored		
Brown Rice and Tortillas	1-3 Registers	4-6 Registers	7+ Registers	Juice - Frozen	1-3 Registers	4-6 Registers	7+ Registers
	3 pounds	4 pounds	7 pounds		6 containers	12 containers	30 containers
	Must stock 16 oz packages of <u>brown</u> rice and/or whole grain and corn tortillas in 12 oz or 16 oz packages Tortillas are brand specific – see current authorized food list				Must stock orange juice and 1 other variety – see current authorized food list 11.5 – 12 oz frozen containers		
Cereal	1-3 Registers	4-6 Registers	7+ Registers	Juice – Plastic Bottles	1-3 Registers	4-6 Registers	7+ Registers
	72 total ounces (e.g. 6 - 12oz boxes)	120 total oz (e.g. 10 - 12oz boxes)	240 total ounces (e.g. 20 - 12oz boxes)		4 containers	12 containers	20 containers
	Must stock 2 kinds of cold cereal and 1 hot l; 1 cold cereal must be whole grain (indicated on the food list) Cold cereal must be in 12 oz or larger boxes; hot cereal in 11.8 oz or larger				Must stock 2 varieties of juice in 64 oz plastic bottles; Brand specific – see current authorized food list		

Approved Product List

The Approved Product List (APL) is an electronic file of all Universal Product Codes (UPCs) and Price Look Up codes (PLUs) approved by Idaho WIC. In the APL, each food item is uniquely identified by a specific food category, food sub-category, quantity of benefits and benefit description.

The APL is updated and ready for download every 24 hours by the eWIC card processor. Stores must download an updated version daily. Stand-beside devices should be connected overnight in order to receive the current APL. Failure to do so could result in rejected transactions.

Products not included in the APL cannot be purchased with an eWIC card. To add new products to the Idaho WIC APL, send the 4-5 digit PLU or the 12 digit UPC, complete product name, description and picture of the nutrition label and ingredient list to WICUPC@dhw.idaho.gov. New submissions will be reviewed and if approved, will be added to the APL within 30 days.

Produce Mapping

The Idaho WIC APL contains PLU codes from the International Fresh Produce Standard (IFPS). UPCs for fresh produce must be mapped to an IFPS PLU code to ensure it is recognized by our APL. Stores may choose to use either full or partial mapping. Stores with stand-beside devices do not need to map their produce.

Full mapping: All fresh produce UPCs are mapped to a specific IFPS PLU code that identifies the fruit or vegetable by name.

Example:

A 3 lb bag of apples would be mapped to an apple PLU 4193.

A container of watermelon would be mapped to a melon PLU 4342.

Partial mapping: All store specific UPCs and non-specific PLUs for fresh produce are mapped to the generic PLU 4469.

Example:

A 3 lb bag of apples would be mapped to generic PLU 4469.

A container of watermelon would be mapped to PLU 4469.

For a short list of PLUs to be used for mapping, please visit our website at www.wic.dhw.idaho.gov and click on the vendor tab. You may also use the more detailed list of PLUs found in the Idaho WIC APL. For more information on how to map produce to PLU codes, please contact your Point-of-Sale (POS) provider.

Receipt Requirements

There are three types of receipts associated with eWIC transactions. All eWIC receipts must provide the

- Store name
- Store street address, city, state abbreviation and zip code.
- Local date and time of transaction
- Last four digits of the card number
- Unique transaction identifier or systems audit number
- Benefit expiration date

Types of receipts:

1 Balance inquiry receipt:

Vendors are required to print a balance inquiry receipt if requested by the WIC customer. In addition to the information listed above, they must contain:

- WIC food identifier
- Description and unit of measure

2 Mid-transaction receipt:

Vendors are required to provide a report of what items will be paid for by WIC before giving the customer the option to complete or cancel the transaction. The report may be in the form of a receipt, or may be displayed on a screen. In addition to the information listed above, they must contain:

- Benefit balance before purchase
- Items that will be purchased with eWIC benefits

3 eWIC purchase receipt

Vendors must provide a receipt for foods purchased with an eWIC card. In addition to the information listed above, purchase receipts must contain:

- WIC food identifier
- Description and unit of measure
- Purchased food items including quantity
- Unit cost
- Total purchase amount
- Benefits remaining

****Vendors should encourage the cardholder to keep the receipt for the remaining benefit balance.****

1

Idaho Grocery Store
100 Idaho Street
Smalltown, ID 83702

.....

eWIC Beginning Balance

09/09/19 12:36pm 87149 903
PAN: *****0117 State: ID

QTY	UOM	Description
2.00	LB	Cheese
2.00	DOZ	Eggs
42.50	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz

.....

These benefits expire at MIDNIGHT on 9/30/2019

.....

2

Idaho Grocery Store
100 Idaho Street
Smalltown, ID 83702

.....

09/09/19 12:52pm 87149 952
PAN: *****0117 State: ID

QTY	UOM	Description
2.00	LB	Cheese
2.00	DOZ	Eggs
42.50	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz

.....

eWIC Benefit Redemption/Purchase

1.00	LB	Cheese	
		1 TILL MED CHEDDAR	5.99
1.00	DOZ	Eggs	
		1 WF LARGE WH EGG	1.79
11.8	OZ	Breakfast Cereal	
		1 CRM of WHT	4.49

.....

End of Benefit Redemption/Purchase

.....

3

Idaho Grocery Store
100 Idaho Street
Smalltown, ID 83702

.....

09/09/19 12:56pm 87149 952
PAN: *****0117 State: ID
Terminal 02 Operator: 906

.....

TIL MED CHED 16OZ	5.99
WF LARGE WH EGG	1.79
CRM of WHT 11.8OZ	4.49
SUB TOTAL	12.27
TOTAL TAX	0.00
TOTAL	12.27
BALANCE DUE	12.27
eWIC	12.27
CHANGE DUE	0.00

Total number of items sold: 3

.....

eWIC Benefits Redemption

1.00	LB	Cheese
11.8	OZ	Breakfast Cereal
1.00	DOZ	Eggs

.....

eWIC Ending Balance

Date: 09/09/2019 Time: 12:56pm
PAN:*****0117

1.00	LB	Cheese
1.00	DOZ	Eggs
30.70	OZ	Breakfast Cereal
1.00	CTR	Peanut Butter/Beans
16.00	CTR	Infant Fruit & Vegetables
7.00	CAN	Similac Advance PWD 12.4oz

These benefits expire at MIDNIGHT on 9/30/2019

.....

Coupons

Federal regulations state that WIC customers are to be treated the same as any other customer. This means they must be given the same opportunity to use manufacturer coupons, in-store coupons, store membership discount cards and benefit from specials such as “Buy One, Get One Free” or “Extra Ounces” promotions.

For “Buy One, Get One Free” promotions, the food item purchased with WIC benefits must be an Idaho WIC authorized item. The advertised free item does not have to be an authorized food item. An example would be to buy an 18 ounce box of Cheerios and get a free sample size box of detergent. Any sales tax generated from the use of coupons or store discounts may be charged to the WIC customer.

Cash, Credit, Refunds or Exchanges

Unauthorized food items, non-food items, cash or credit rain checks or gift cards cannot be given in exchange for WIC benefits. If a food item is unavailable or out of stock when a WIC customer is attempting to redeem WIC benefits, the following options are available:

- The WIC customer may choose to go to another store.
- The WIC customer may choose to return to the store once the item is back in stock.

Refunds should not be given for infant formula or food items purchased with WIC benefits. Vendors should ask for a receipt to verify that the formula or food items were not purchased with a WIC card. Exchanges for unauthorized formula or food items are also not allowed.

Exchanges for identical formulas or food items are permitted when the original item is defective, spoiled or has exceeded its “sell by,” “best if used by,” or other date limiting the sale or use of the food item. An identical food item means the exact brand and size as the original authorized food item obtained and returned by the participant. If a WIC customer requests to exchange a food item or formula for any other reason, direct them to their local WIC clinic for help.

New

Settlement Information

Settlement is the process to reimburse stores for eWIC benefits redeemed. Settlement occurs daily and typically stores are reimbursed on the next banking day. If banks are closed due to federal holiday, the stores receive settlement the next normal business day. Stores are reimbursed for all redemptions occurring between yesterday’s cut-off and today’s cut-off.

Settlement Continued

The settlement amount is the sum of all requested amounts, reduced by any discount amount, NTE adjustments and any voids or reversals. If your store works with a Third Party Processor (TPP), funds are paid to the TPP who then pays the store. Stores can generally expect reimbursement on the next business day.

Vendor Prices (NTE)

The Idaho WIC Program is required to calculate a Not To Exceed (NTE) price for each WIC item. The NTE amount is calculated based on actual prices of stores within a peer group. A vendor's prices for WIC approved foods must be comparable to the prices of other stores within their peer group.

When a transaction is submitted for payment, the eWIC Card Processor will compare the vendor's price for an item to the NTE amount. If the requested price is more than the NTE, the store will be paid the NTE price instead of the requested purchase price. Vendors with prices that regularly exceed the NTE amount will be asked to lower their prices, per the Vendor Agreement.

A vendor may not ask the WIC customer to pay the difference between the requested price and the amount paid by the WIC program for WIC foods.

Transactions Disputes

An eWIC transaction may not be paid for the following reasons:

- The APL was not updated and a food item is no longer WIC allowed.
- The transaction was completed while the eWIC card processor was offline.

If a vendor believes a payment was denied in error, or a transaction was paid incorrectly, they may file a payment dispute. All disputes will be resolved within 45 days. To file a payment dispute, please use the following protocol:

- ⇒ If eWIC is integrated into your electronic cash register system, call your Third Party Processor to file a dispute.
- ⇒ If your store uses a stand-beside terminal from FIS to transact eWIC, contact the FIS Merchant Services Help desk at 1-844-892-2935 and follow the directions. A customer service representative will assist you with your claim.

Incentive Items

Vendors may not give incentive items exclusively to WIC customers. Incentive items include, but are not limited to: cash prizes, lottery tickets, transportation, or other free food or merchandise.

Substitutions

Substitutions are not allowed. Substitutions are considered “unauthorized food items” (federal violation) and carry a sanction penalty that could result in termination of vendor authorization from both the WIC Program and SNAP. WIC food items and infant formula are carefully selected to meet certain nutritional requirements for each WIC customer. If the food item is not described on the WIC benefit list, allowable brands and varieties will be listed on the current Idaho Food List or Idaho APL. If a WIC customer has questions or concerns about which items are WIC allowed, please direct them to their local WIC clinic.

Expiration of the Vendor Agreement

Neither the vendor nor the State are obligated to renew the Vendor Agreement at the time of expiration or termination. The expiration of this Agreement is not subject to appeal. The State will provide at least 30 calendar days advance written notice of the expiration of the Vendor Agreement.

Change of Ownership

The vendor must notify the State in writing within 60 calendar days of any change in vendor operations (closure, selling of the business, etc.) and/or ownership (whole or controlling interest), vendor name, address, or telephone number.

The State will terminate the Vendor Agreement if there is any change in vendor operations (closure, selling of the business, etc.) and/or ownership (whole or controlling interest) and location. The State may permit vendors to move short distances without terminating the agreement.

The new owner must re-apply and will be subject to the criteria and terms contained in the Agreement.

Possible Above 50% Vendors

Idaho WIC does not authorize vendors who derive or are likely to derive more than 50% of their annual food sales from the sale of foods obtained with WIC benefits.

Record Retention

The vendor shall retain inventory records used for federal tax reporting purposes and records related to disputes, litigation, or settlement of claims arising out of the performance of the Vendor Agreement until such time as these matters have been finally resolved or four (4) years, whichever is longer. Upon request, the vendor must make available to representatives of the State, the U.S. Department of Agriculture, and the Comptroller General of the United States, at any reasonable time and place for inspection and audit, all WIC program-related records.

The vendor shall retain all invoices or receipts of infant formula and food sales for four (4) years and shall, at the vendor's own expense, provide a legible copy of all such records to the State Office. The original of all such records shall also be retained and available for inspection and audit when needed to verify the authenticity of a copy.

New

Information from eWIC transactions and files shall be retained by the WIC Vendor or their processor for a minimum of 120 days from the date of the transaction or the transmission date of the file. Information for a disputed transaction shall be retained by the WIC Vendor or their processor until the dispute is resolved or 120 days, whichever is longer.

The vendor shall maintain, and make available upon request, a record of all store employees who received annual WIC training and the date(s) the training occurred.

Using the Complaint or Incident Report

WIC customers are not permitted to cause a disturbance in your store, abuse store employees or violate the procedures for redeeming WIC benefits. If a WIC customer becomes argumentative, uses abusive language, or verbally or physically threatens store employees, the store should follow their existing policy or procedures for removing the customer from the premises, including calling the police if necessary. An incident report should be filed so that the local agency or the State WIC Office can follow-up with the WIC customer.

The Complaint or Incident Report form can be printed from the vendor section of the Idaho WIC website at www.wic.dhw.idaho.gov, or requested from the State Office. Submit the original copy to the State WIC Office and make a copy for the vendor file. Please provide as many details about the incident as possible, including the exact date and time. If possible, print and include a duplicate receipt.

WIC customers may file a dispute or complaint with the WIC State Office. Possible complaints may include a WIC purchase being declined or denied, WIC purchased items not being received, WIC purchase errors or customer service complaints. Stores will be contacted regarding WIC customer disputes or complaints.

WIC and the SNAP Program

The State will disqualify a vendor who has been disqualified from SNAP (formerly the Food Stamps Program). The disqualification shall 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.

The State may disqualify a vendor who has been assessed a civil money penalty for hardship in SNAP. The length of such disqualification shall correspond to the period for which the vendor would otherwise have been disqualified in SNAP.

The State will not accept voluntary withdrawal to avoid a civil money penalty or disqualification. The State will notify the vendor in writing at least 21 calendar days prior to the effective disqualification date. A permanent disqualification due to conviction of trafficking or illegal sales is effective immediately upon notification.

Disqualification from the WIC Program may also result in disqualification as a vendor in SNAP. Such disqualification may not be subject to administrative or judicial review under SNAP. Disqualified vendors forfeit their current authorization and must wait until the expiration of the disqualification period before becoming eligible to reapply during the next open enrollment period.

Claims

In addition to claims collection, the vendor may be sanctioned for violations in accordance with the sanction schedule. Sanctions may include administrative fines, disqualification and civil money penalties in lieu of disqualification. For more information please see Appendix A and B of the Vendor Agreement.

The State will send written notification of a claim for transactions involving errors that affect payment to the vendor, including the total purchase price of non-approved food or non-food items. The vendor shall be given 30 calendar days from receiving the notice to make the payment. The State may authorize a longer repayment schedule. If a fair hearing is requested by the vendor, the time period for payment shall not begin until the date the hearing officer issues a decision. The State reserves the right to offset a claim against current and subsequent amounts owed to a vendor if the vendor fails to pay a claim.

Appeals

Vendors aggrieved by any adverse action by the State may request a fair hearing as provided in the Department's Rules Governing Contested Case Proceedings, IDAPA 16.05.03. The State will provide this document upon request and at the time of the adverse action. See the Vendor Agreement for further details.

Civil Rights

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

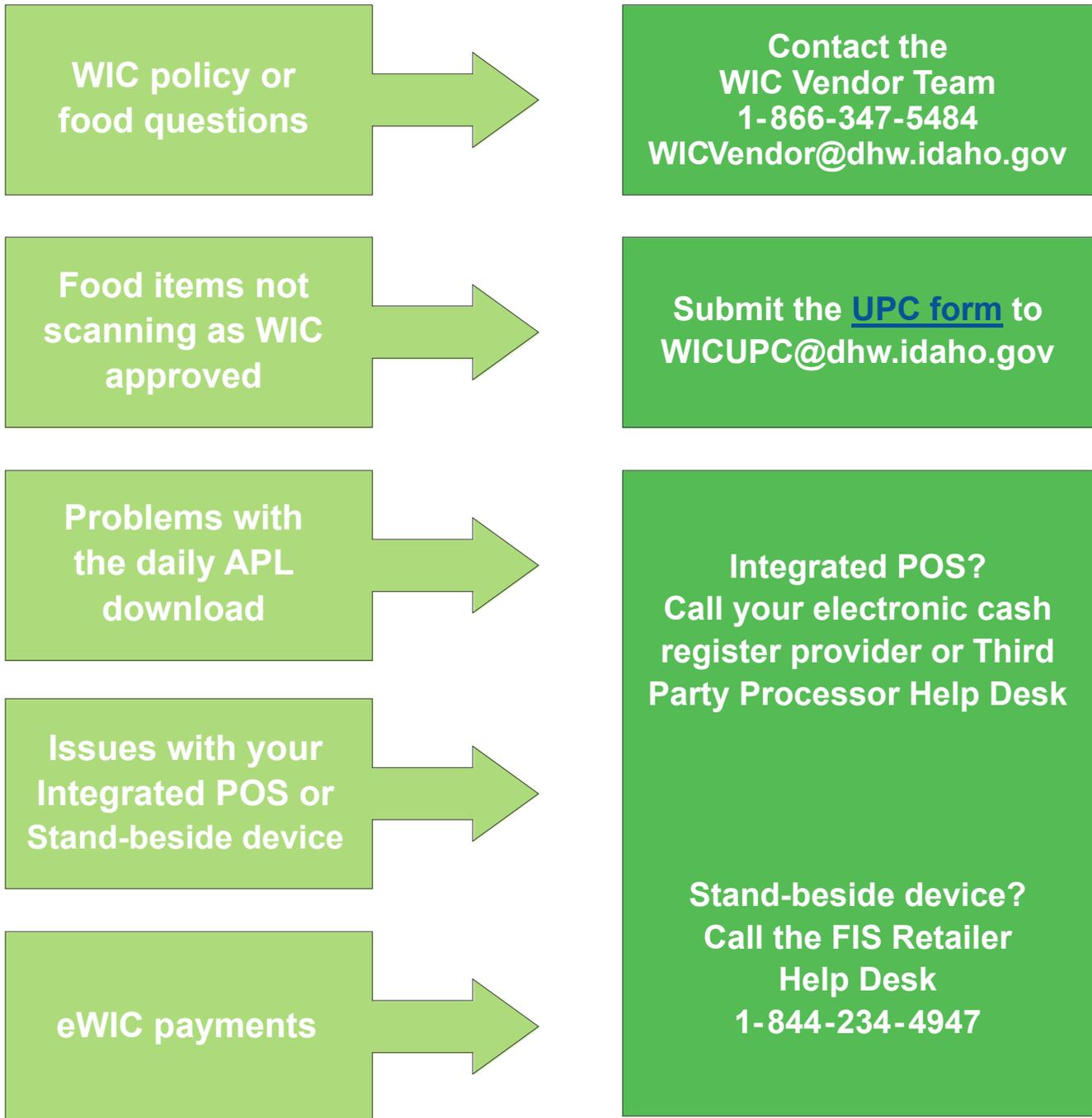
(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

This publication was made possible by grant 1971DID7W1003 from USDA. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the USDA.
Idaho Department of Health & Welfare, 1/2019

Who To Call For eWIC Questions



For questions about payment disputes, refer to page 13 of this guide.