



Open enrollment begins April 2012 for all vendors for the contract period from October 1, 2012 through September 30, 2015.

All vendors will need to reapply.

Current vendors will receive information from their State Agencies in March of 2012.

COMING SOON!

A Spanish version of the Colored Cashier Card will be coming soon.



Vendors will still need to continue using the current version of the pink cashier cards and colored food brochures through October 1, 2012.



WIC Program

WIC is a supplemental nutrition program that provides food benefits, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age 5 who are found to be at nutritional risk.

Clients must meet all 4 eligibility criteria

- Household income guidelines
- Be a pregnant or postpartum (6 months-1 yr after delivery) woman, or infant/child under 5
- Have a medical or nutritional risk factor
- Live in an area served by WIC

A major goal of the WIC Program is to improve the nutritional status of infants. WIC encourages mothers to breastfeed their infants. WIC has historically promoted breastfeeding to all pregnant women as the optimal infant feeding choice, unless medically contraindicated.



Complaint Form

At WIC, we strive to make the WIC transaction experience flow as smoothly as possible for both the vendors and WIC participants. In the event that this is not the case, we have complaint forms that are available to participants, vendors and clinics.

A complaint can be filed by anyone by either calling the State WIC Office, completing a complaint form via our webpage, mail or in person.

Complaints may include, but are not limited to:

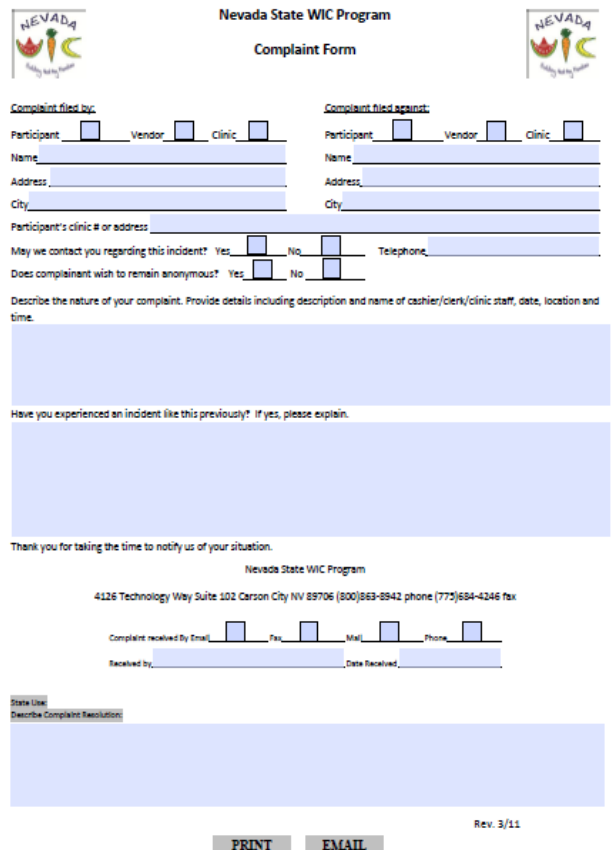
- Participants trying to purchase unauthorized foods with their benefits
- Participants trying to return food purchased with WIC benefits for a cash refund
- Participant was verbally abusive
- Vendors not meeting minimum stocking requirements for WIC approved items
- Vendors denying participants WIC approved items

Anyone may report fraud and abuse using our complaint form. The Nevada WIC Program will take the appropriate follow-up action on all complaints received.

The complaint form is available on our website at http://health.nv.gov/WIC_VendorInfo.htm. Please fill out the form in as much detail as possible to make sure your complaint is expedited in a swift manner.

To submit your complaint form you can either click the Email button at the bottom of the form and it will be emailed to our office, or you can click the Print button and mail it in to the address listed at the bottom of the form or fax to number at bottom of the form

Complaints can also be submitted over the phone by calling 800-8-NEV-WIC



Nevada State WIC Program
Complaint Form

Complaint filed by: Participant Vendor Clinic
 Name _____
 Address _____
 City _____

Complaint filed against: Participant Vendor Clinic
 Name _____
 Address _____
 City _____

Participant's clinic # or address _____

May we contact you regarding this incident? Yes No Telephone _____

Does complaint wish to remain anonymous? Yes No

Describe the nature of your complaint. Provide details including description and name of cashier/clerk/clinic staff, date, location and time.

Have you experienced an incident like this previously? If yes, please explain.

Thank you for taking the time to notify us of your situation.

Nevada State WIC Program
 4126 Technology Way Suite 102 Carson City NV 89706 (800)863-8942 phone (775)684-4246 fax

Complaint received by Email Fax Mail Phone
 Received by _____ Date Received _____

Date Limit _____
 Describe Complaint Resolution _____

Rev. 3/11

PRINT **EMAIL**

*** **IMPORTANT CASHIER TRAINING INFORMATION** ***

This newsletter is designed as your CASHIER TRAINING EFFORTS & will also serve as a handy reference guide.

Cashier Training

Cashiers are responsible for knowing which items such as milk, eggs, and pineapple or orange juice are the least expensive available in your store.

Although the higher priced products may scan, they may not be the least expensive products available in your store at the time the participant is shopping.

The item will scan because the UPC codes have to be in the database for those vendors that may only carry one brand. Several of the rural vendors carry the more expensive name brands because that is all that is available to them.

You are **NOT** in compliance with your contract if you are selling items that are not the least expensive when specified.

Always refer to your Authorized WIC Foods Card. Stores are required to have the current card at each register equipped to complete WIC transactions.



Participants **MUST** have their card with them at the time of purchase to avoid fraud. Cashiers are not allowed to key in EBT card numbers for any reason. The participant must have their card with them and they must swipe it. If the magnetic stripe is worn or de-magnetized and the card does not swipe, the participant must request a new card from JP Morgan at the number printed on the back of the card.

Cashier Do's and Don'ts

- **DO NOT** ask participants for their PIN. Allow the participant to input their own PIN number.
- **DO NOT** disallow a food item based on the Balance Inquiry. Try to scan the food item, if it scans the participant is allowed to get it. (See milk, egg and juice statement above)
- **DO** accept coupons if presented. WIC participants can also take advantage of the buy one get one free promotion if stores are offering this. For example, if the store has a promotion for buy one box of Cheerios and get one free then the store must honor that promotion to the WIC participant.
- **DO NOT** give refunds, or rain checks.
- **NEVER** ask the participant to pay the difference between the requested price and the max allowable price paid by the WIC program (this is not the same as paying the difference for the Cash Value Benefit).

Cashier Training– Processing Fruits & Vegetables



When ringing up canned or frozen fruits or vegetables, **DO NOT** use the generic PLU currently in place for fresh fruits and vegetables. Scan the UPC or enter the PLU through the WIC POS machine as you would other products. Not all canned and frozen fruits and vegetables are approved based on added ingredients.

Prepackaged items located in your fresh produce aisles have been added to our database. For items such as prepackaged lettuce, bags of oranges or apples, berries, etc., you can now scan the item's UPC code instead of using the generic PLU provided for the fresh fruits and vegetables. Using the UPC codes on the packages prevents participants from buying unapproved items such as bagged potatoes and/or salad mixes with dressings.

CASHIER REMINDERS

- Participants are allowed to purchase **ANY BRAND** of peanut butter, beans, tuna, cheese, sardines and whole grains. The store cannot require participants to purchase least expensive for these items.
- Mozzarella string cheese is allowed if it is in a 16oz package.
- **NEVER** enter the participants PIN number for them.
- Treat WIC customers the same as other customers. WIC participants may not be discriminated against because they are on WIC. WIC customers must be able to shop at your store during the store's regular hours. Remember for each WIC dollar spent, WIC participants will spend an additional 3 to 4 dollars in cash or food stamps in your store.
- At least **ONE WIC** lane **MUST** be open at all times.
- Be sure to check that the formula on shelves has not expired. Selling expired formula to a participant is a violation.
- All stores are required to meet the minimum stock requirements at all times.
- If specific WIC items are needed to fulfill WIC participant's prescriptions, your store will be notified by the State Agency of which items from the WIC Approved Food List you must stock within 48 hours.

You can find helpful information about the Nevada WIC Program requirements at:
http://health.nv.gov/WIC_VendorInfo.htm

Vendor Training



The yellow WIC approved shelf tags are **NOT** optional, they are a requirement of all WIC vendors as stated in the vendor contracts. If you need more shelf tags, contact the State WIC office, **DO NOT** make your own.

Vendors are responsible for correctly placing the shelf tags with corresponding WIC approved items. Make sure to check your store shelves periodically to ensure proper placement of these tags.

Contact the State WIC office if you need yellow shelf tags

Nevada State WIC Office
4126 Technology Way Ste 102
Carson City, NV 89706
Phone: (775) 684-5942



New WIC item added!

**Beechnut Stage 2 1/2 has been added to the
baby foods list**



We want to hear from you!
Send or e-mail your questions to:
Nevada State WIC Program
4126 Technology Way #102
Carson City, NV 89706
Or e-mail to jburnett@health.nv.gov
T (775) 684-5942

Make sure to visit our website!
http://health.nv.gov/WIC_VendorInfo.htm



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