

What's New?

Effective January 1, 2013 all vendors will be required to label all WIC Approved cereals and juices that are available in their stores.

Federal guidelines are now requiring that all brands of cereal and juice be labeled so as not to drive WIC participants to choose other branded items, thus providing an unfair advantage to competitor juices and cereal brands.

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

1-800-863-8942



WIC
APPROVED



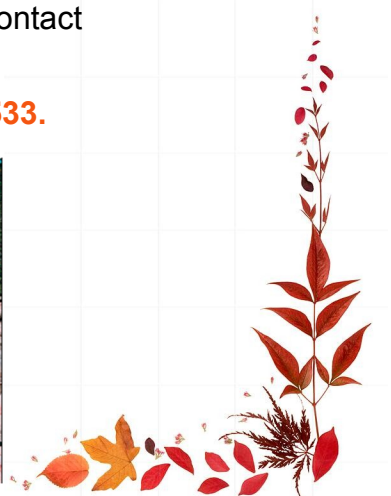
REMINDERS

WIC Accepted Here Door Signage

Recently, during routine monitoring and compliance buys, it has been noted that some stores do not have the required WIC Accepted Here door stickers in place. We have also noticed that over time the sun has bleached out some of the stickers currently in place at store locations.

If you need to order new stickers please be sure to contact

JP Morgan Retail Field Support at 1-800-350-8533.



WIC Updates

SIMILAC SENSITIVE FOR SPIT UP CHANGES



Similac Sensitive For Spit-Up will be changing to Similac For Spit-Up and will no longer have an orange lid. Please note there is no change to the package size or the UPC Code for this formula.

Vendor 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 both participants and vendors.

The complaint form is available on our website at http://health.nv.gov/WIC_VendorInfo.htm. Please fill out the form as completely 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.

**Nevada State WIC Program
Complaint Form**

Complaint filed by: Participant Vendor Clinic Complaint filed against: Participant Vendor Clinic

Name _____ Name _____
 Address _____ Address _____
 City _____ City _____
 Participant's clinic # or address _____
 May we contact you regarding this incident? Yes No Telephone _____
 Does complainant wish to remain anonymous? Yes No

Describe the nature of your complaint. Provide details including description and name of cashier/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)863-8842 phone (775)684-4246 fax

Complaint received by Email Fax Mail Phone

Received by _____ Date Received _____

State Use
 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.

Vendor Information

We have noticed an increase in calls and questions regarding information that has been provided to all Nevada WIC Approved vendors via our Cashier News newsletter. The newsletter is sent out to all vendors via email in January, April, July and October. The Cashier News newsletter is designed to be used for training counted towards the training requirements of your contract.

A confirmation email is requested from all vendors to verify receipt and review of the newsletter. We have found that the majority of the cashiers and store staff that we receive calls from are unaware of the newsletters.

Per your Authorized WIC Vendor Contract-

VENDOR AGREES TO:

1. Have at least one representative participate in training annually. Vendor training may be provided by STATE AGENCY in a variety of formats including newsletters, videos, and interactive training. The STATE AGENCY will have sole discretion to designate the date, time, and location of all interactive training. The STATE AGENCY will provide the VENDOR with at least one alternative date which to attend such trainings.
2. Train and update all cashiers and other employees who handle WIC purchases on WIC program requirements and provide special or additional training as required by STATE AGENCY to ensure all cashiers and other employees who handle WIC purchases understand WIC program requirements.

It is important that we have the email address of all personnel involved in the training of all cashiers and other employees who handle WIC purchases so that everyone is provided with updated information. These Cashier News newsletters serve as handy reference guides after the initial trainings.

Please send an email to our office at jburnett@health.nv.gov to add personnel to our distribution list. If your training personnel is unable to receive email please provide us with a mailing address.

Cashier News Newsletters are available on our website at

http://health.nv.gov/WIC_VendorInfo.htm

Currently the webpage has Cashier News newsletters dating back to January 2009.

Vendor Information Continued

Maximum Allowable Reimbursement (MAR)

What is MAR?

Many stores have recently asked us how the Maximum Allowable Reimbursement (MAR) price of a WIC eligible item is determined.

The prices are calculated using an average of the product shelf price requested per item (UPC Code) from all vendors in that peer group. The State then adds an additional 10% to the average creating a maximum allowable reimbursement price. The prices are based on the prior 30 days redemption data per the regulations and the State of Nevada Cost Neutrality.

You will not have the exact same price as the State of Nevada WIC program for every transaction your store makes. The Maximum Allowable Reimbursement (MAR) is not just your store prices with 10% added. It is all stores in your Peer Group so that we can get the average price in your area, then we add 10% to that price.

The Vendor will be reimbursed for WIC purchases up to the Maximum Allowable Reimbursement (MAR) set by the State Agency. The State Agency will analyze redemption data and adjust the MAR monthly to ensure a fair and equitable price is set within each Peer Group.

Some things that may make the prices lower for a specific item are the possibility that your cashiers are not processing sale items correctly. We have included these instructions on the back side of the pink cashier cards that should be at every WIC eligible register.

Processing coupons, store specials and discounts correctly is crucial because the requested price is used to calculate the MAR, using the discounted price as the regular price lowers the average price of that item thus lowering the MAR across the Peer Group.

The Price Monitoring forms that you complete and return to us are used to ensure that your stores are staying competitive with your pricing. We request these forms from all vendors twice a year per the Federal Regulations. Since our state is using EBT, we are able to view the requested pricing from your stores on a daily basis. Since most states have not yet gone to EBT the Price Monitoring forms are still required to meet the Federal Regulations. We do use the forms to compare the prices that you requested per item on a daily basis to the shelf price that you have written down so that we can be sure that all vendors are charging WIC participants the regular shelf price and not inflating their prices in an effort to receive more money from the program. We increase and decrease the MAR based on the sales of all vendors in each Peer Group over the prior 30 days.

Vendor Information Continued

Infant Formula Suppliers

Per your Authorized WIC Vendor Contract you must purchase all infant formula authorized for purchase only from the authorized suppliers as listed below.

Infant Formula Wholesaler	Wholesaler Address	Fax Number	Phone Number
Abbott Laboratories	1250 W. Maricopa Hwy Casa Grande, Az. 85293	614-624-6113	520-421-6600 Kylie Cook
Affiliated Foods	PO Box 30300 Amarillo, Texas 79120	806-372-1404	806-372-3851 Dale Thompson
AmeriSourceBergen Wholesale (Pharmacies-Hospitals-Long Term Care Only)	PO BOX 6670 Phoenix, Arizona 85005	602-353-0363	800-352-4039
Associated Food Stores	PO BOX 30430 Salt Lake City, Utah 84130	801-978-8551	801-978-8686 Gretchen Densley
Cardinal Health	600 North 83rd Avenue Ontario, California 91761		909-947-2066
Costal Pacific Distributor (US Commissaries Only)	P.O. Box 30910 Stockton, CA 95213	209-983-8428	800-500-2611 Barbara Bussman
McKesson Drug Co. (Large Orders)	2323 North 27th Avenue Phoenix, Arizona 85009		623-293-5200
McKesson General Medical-(Med- Surge) (Small Orders)	7343 South Hardy Drive, Suite #101 Tempe, Arizona 85283	602-707-0832 (Attn: Sales Dept)	480-232-9443
PBM Products, LLC	204 North Main Street Gordonville, VA. 22942	480-991-5892	800-959-2066 Cathy Sacre
Raley's	4061 Gateway Park Blvd Sacramento, CA 95834	916 928-0761	916 928- 7700
Unico	51 Blackburn Avenue Gloucester, ME 01930	561-582-8558	561-582-3030 Justine Morris
Unified Wester Grocers	5200 Sheila Street Commerce, California 90040	323-265-2985	323-264-5200 Veronica Olivas-ext 8664
Wal Mart D.C. #7048	2155 USA Parkway McCarran, NV 89434	775-356-5067	775-356-5065
Winco Foods	4400 Crows Landing, Modesto, CA 95358/ PO Box 581770 Modesto, CA 95358	209-537-3444	209-537-1444
Infant Formula Manufacturer	Manufacturer Address	Fax Number	Phone Number
Bryistol-Myers Squibb Company- Mead Johnson	Mead Johnson Nutrition Group 2400 West Lloyd Expressway Evansville, Indiana 4772-0001	800-318-7351	800-318-7269 - Option 3 or 800-222-9123 (Small credit card orders)
Nestle, USA	800 North Brand Boulevard Glendale, California 91203		818-549-6000
Abbott Laboratories Ross Products Division	Abbott Laboratories Ross Products Division 625 Cleveland Avenue Columbus, Ohio 43215-1724		301-795-2300
SHS North America (Specialty formula only)	9900 Belward Campus Drive, Suite #100 Rockville, Maryland 20850		301-795-2300
Solus Products, LLC (Specialty formula only)	6262 Lapas Trail Indianapolis, Indiana 46268	317-298-9629	317-298-9612

If you have any questions regarding this list, please call 775-684-5942

Cashier Training- Least Expensive Brand Available

What does it mean when a WIC Approved item is “Least Expensive Brand Available”?

Several items on our food list are listed as least expensive brand available.

Those items are:

Eggs

Milk

Orange Juice (Bottle or Concentrate)

Pineapple Juice (Bottle or Concentrate)

For the items listed above your cashiers are required to check to be sure that the item the participant is trying to purchase is the least expensive item of that type that is available in your store at the time of purchase. The least expensive items may change on occasion based on sales or availability.

For example, if your least expensive 2% milk is brand A at \$3.59 per gallon then participants must purchase brand A. If you are having a sale on 2% brand B milk and it is \$2.99 then participants must purchase the brand B milk.

In another scenario, if brand X eggs are your least expensive Grade AA large chicken eggs at \$2.25 a dozen, but your store has sold out of them then you can sell the participants the brand Y Grade AA large chicken eggs at \$3.69 a dozen.

The examples provided are the same for all eggs, milk, orange juice and pineapple juices.

Your stores can receive penalties and or sanctions if it is found that you are allowing participants to purchase items that are not least expensive.

Keep in mind that just because the item scans it does not mean that it is the “Least Expensive Available” in your store. 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 our rural vendors carry more expensive name brands because that is all that is available to them.

REMINDER: If a WIC Approved item is not listed under the “Least Expensive Item” categories you CANNOT require a participant to purchase the least expensive available.



Cashier Training– Processing Fruits & Vegetables CVB



We have noticed an increase in participants being able to purchase fruits and vegetables that are not WIC Approved. During compliance buys we have found that most stores are allowing salad kits with salad dressings and added extras such as croutons, dry fruit, nuts etc.

All allowable prepackaged items may **ONLY** contain fruits or vegetables. Dried fruits and/or vegetables are not allowed.

Participants are not allowed to purchase fruits and vegetables with the following items added:

- Sugars
- Fats
- Oils
- Syrup
- Sauces
- Dressings
- Nuts
- Croutons
- Rice
- Meat
- Pasta
- Noodles
- White Potatoes
- Breading

When ringing up canned, frozen, bagged or bulk fruits or vegetables **DO NOT** use the generic PLU. Scan the UPC that is on the packaging for fruit and vegetable items that are prepackaged by the supplier.

If you have an item that you believe is WIC Approved that will not scan, complete the Request to add a UPC Code as a WIC Approved UPC form located on our webpage at http://health.nv.gov/WIC_VendorInfo.htm. This will prevent non-allowable items from being provided to WIC participants.



Please contact our office if you have any questions

Cashier Training

We are seeing an increase in vendor transactions for formula that are showing 7 cans at \$54.99 or 4 cans at \$36.25.

It is important that every UPC code is scanned on each item to prevent these mistakes.

We believe that these are cashier keying errors due to the cashier trying to speed up the process and entering the total amount for all cans as one single price per can. This makes it appear in our records that you are actually requesting \$54.99 per can of formula. For 7 cans of formula at \$54.99 the total requested price is \$384.93. We never reimburse for more than maximum allowable reimbursement price, however this makes it appear that you are not charging the WIC Program the current shelf price for a WIC supplemental food item.



Under Federal Regulations after 3 incidences of charging the WIC Program more for supplemental food than non-WIC customers or charging the WIC Program more than the current shelf price it is a mandatory sanction requiring the termination of your contract and 3 years disqualification from the program. Please refer to page 124 of your Vendor Manual for a complete list of WIC Vendor Sanctions.

Review this information with all cashiers to prevent any repercussions.

All items must be scanned individually, not just formula.



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 kmolina@health.nv.gov
T (775) 684-5942

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



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