Welcome!

WIC Vendors Forum

September 20, 2016

The webinar will begin shortly.
Please stand by…

You must use your phone to hear the audio portion of today's webinar.

Dial 1-877-469-0778 and follow the directions given.
Conference ID is 48008730.

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WIC Vendors Forum

September 20, 2016
11:00am – 12:30pm

Have a comment about today's topic(s)? Type it into the Chat Box on the lower right side of your screen at any time.

Send chat messages to HOST only!

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Comments?

- What do we need to be thinking about regarding:
  - Implementation challenges?
  - Unintended consequences?
  - Communication strategies?

- Conference call operator assistance for verbal comments
- WebEx chat box for written comments during the webinar
- WIC shared email box for written comments after the webinar nyswic@health.ny.gov

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Objectives of today's forum:

Share and discuss:

- Vendor Peer Group updates
- Electronic processes of vendor communication and monitoring
- WIC Benefit updates and reminders
- NYWIC-eWIC Project Update

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WIC Vendor Peer Groups

Presented by: Lora Santilli

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Vendor Peer Group System

- Vendor peer group assignments took effect late June 2016

- Few checks associated with former system still in circulation

- Maximum allowable reimbursement level for checks are identified by KeyBank based on vendor peer group assignment of redeeming vendor at the time of reimbursement

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Recent activities completed

- Addressing changes as needed in response to vendor updates

- Reviewing Vendor reassignment requests

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Ongoing oversight

- Monitor redemption data and rejected check rate
  - Rejected check rate remains very low; less than 0.5% of checks are rejecting.

- Reassess criteria and maximum allowable pricing levels to ensure appropriate peer group placement on a quarterly basis

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Electronic Vendor Monitoring

Presented by: Tim Goyette

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Vendor Monitoring

Pilot Testing:

- September - Piloting the electronic format to complete monitoring and the collection of shelf prices using a hand held tablet

- During the pilot, most vendors will receive an Electronic Summary Report <u>via email only.</u>

- <u>Vendors must maintain an active email address in order to receive the Electronic Summary Report (See Vendor Bulletin # 8, dated August 5, 2016)</u>

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Sample email

The body of the email will read as follows:

You are receiving this email as a result of a WIC Vendor Monitoring visit conducted at a store you are associated with. The monitoring visit was completed by <VMA> on <date>.

The result of this monitoring was: Pass

Please click the link below to see the details of your vendor monitoring visit listed in the Summary Report appearing at the end, including any reasons for failure and items requiring follow-up.

http://app.form.com/rbr/1019469/0/539457461/8bbb/

PLEASE DO NOT REPLY TO THIS EMAIL! If you have any questions, please contact your Vendor Management Agency at <General email>

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender immediately and delete the message and any attachments from any computer.

- From: noreply@healthsolutions.org

- Subject line: VENDOR NAME: Results of Vendor Monitoring

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Sample e-Monitoring Summary Report

WIC Vendor Monitoring- Summary Report

Vendor Name: Rachel's Store
Vendor Number: 207
Vendor Address: 161 Forbes Rd. Suite 300 Braintree, MA 02184

→ Store's Information

VMA Name: Rachel's VMA
VMA Address: 161 Forbes Road Suite 300 Braintree, MA 02184

→ Vendor Management Agency's Information

Monitoring

Date: 05/17/2016
Monitor: Jane Monitor

→ Date of monitoring visit

→ Name of person completing monitor visit

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Price Reasonableness

- Calculations will be based on commodity averages and Vendor Peer Group

- Will evaluate a "Market Basket" for most common WIC foods including formula, cereal, peanut butter, dry beans/peas/lentils, eggs, cheese, low fat/fat free milk, baby food vegetable/fruit, infant cereal, and juice

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E-Monitoring Summary Report:

- Will inform vendor of how prices of most common WIC foods compare to other vendors in their peer group

- Will show as:

1. Priced Reasonable – shelf prices for market basket items are within 10% of the average redeemed by vendors in their peer group

2. High Priced – shelf prices for market basket items are more than 10% higher than the average redeemed by the vendor peer group

3. Could not be determined – will not calculate if any items or prices are missing

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Sample e-Monitoring Summary Report

Summary

Result of Monitoring: Pass
Number of Violations: 0
Number of Violations NOT corrected: 0
Number of other findings/recommendations: 0

Each violation that was found is reported below with a description and summary of the requirement:

Price Reasonableness:

Enfamil Infant 12.5 oz powder: High Priced

Percent of Standard: 1.15

Enfamil Infant 13 oz: Priced Reasonable

Percent of Standard: 1.04

Market Basket Food Items: Could not be determined due to missing food items/prices

Percent of Standard: 0

Identifies the result of the monitoring (Pass or Fail) and quantifies the violations and findings

Provides a description of each violation/finding identified and the related requirement

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Next Steps

- Statewide implementation: October 2016

Vendor ListServ

Presented by: Joanne Murnane

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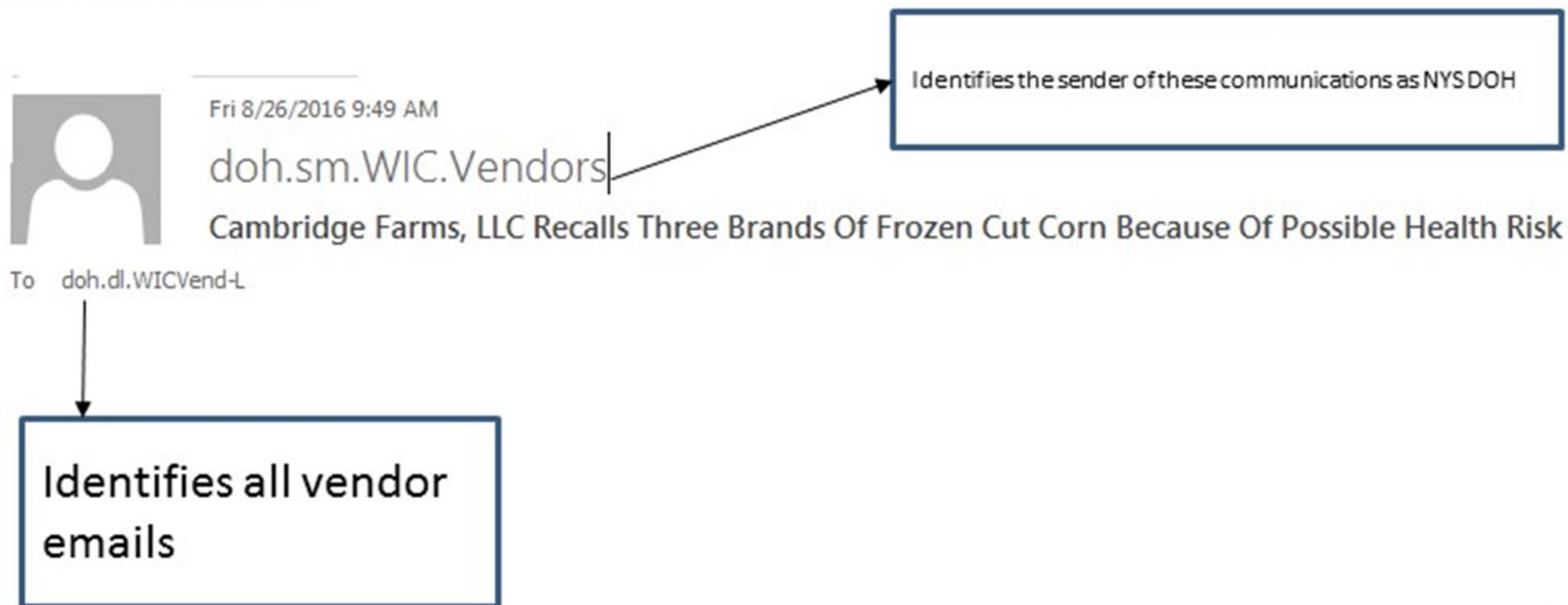OPPORTUNITY. | Department of Health

ListServ

- To improve real time communication, NYS will use email for all routine correspondence, including Vendor Bulletins, educational resources and general information applicable to all vendors and stakeholders

- More than one email address is allowed and encouraged

- Functions as an electronic mailing system where NYS can send email messages to all listserv vendors

- Keeps vendors up to date on the latest events and program activities

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Requirements

- To receive these types of communications, all authorized WIC vendors must have a current email address on file

- It is the vendors responsibility to maintain an active email address and alert their VMA of any changes to their email

- VMA's will confirm vendor email addresses during routine monitoring's

- ListServ was created using vendor & stakeholder email addresses

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Sample vendor email sent for the ListServ

Fri 8/26/2016 9:49 AM

doh.sm.WIC.Vendors

Cambridge Farms, LLC Recalls Three Brands Of Frozen Cut Corn Because Of Possible Health Risk

To   doh.dl.WICVend-L

Identifies the sender of these communications as NYS DOH

Identifies all vendor emails

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ListServ

- This is an un-monitored mail box set up for one way communication

- Do not attempt to respond to this email

- Do not attempt to un-subscribe
  - To request removal from the ListServ, please contact NYS WIC at nyswic@health.ny.gov.

Pictorial Foods Guide
Presented by: Lucinda Caruso

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Overview

NYS WIC Foods Guide

NYS WIC Foods Guide Includes:

- Images of WIC allowable food items
- Lists of non-allowable food items
- Pockets to insert checks
- Shopping checklist and other tips
- Color coded food categories
- Nutrition and breastfeeding tips
- Participant rights and responsibilities
- NYS WIC contact information

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Using this Guide (1 of 4)

- Participants will receive a copy of the Pictorial Foods Guide (PFG) and instructions on how to use the guide from their Local Agency
- The PFG is divided into 7 color coded tabs to easily identify the food categories

DAIRY/SOY

PROTEIN

JUICES

VEGETABLES & FRUITS

CEREALS

WHOLE GRAIN - BREADS

INFANT/BABY FOOD

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Using this Guide (2 of 4)

- The icons to the right are located throughout this food guide, they should be used to help identify WIC allowable foods

- The PFG also includes WIC TIPS to provide helpful WIC shopping strategies

GET TO KNOW YOUR WIC FOODS

LOOK FOR THIS "CAN BUY" LABEL
Items in this area are allowed for purchase with your WIC checks.

CAN BUY

THE "CANNOT BUY" SECTION
Items in this area are not allowed for purchase with your WIC checks.

CANNOT BUY:

"ANY BRAND"
Some WIC foods are available by brand name only. When you see this flag, you can choose **ANY** brand within this category.

ANY BRAND

WIC TIPS
Search for this star to learn helpful WIC shopping tips.

TIP

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Using this Guide (3 of 4)

VEGETABLES & FRUITS
GOOD SOURCES OF VITAMINS

CAN BUY — ANY BRAND

FROZEN VEGETABLES

- Any brand
- Any container/package type
- Any size
- Vegetable must be the first ingredient

- Any variety of vegetable, vegetable mixtures
- Frozen beans, peas and lentils are allowed
- With or without salt

TIP
Did you know?
Frozen vegetables and fruits have a longer shelf life and are just as nutritious as fresh vegetables and fruits.

CANNOT BUY:
- Cheese sauce; any other type of sauce
- Breaded
- Added sugars, fats or oils

VEGETABLES & FRUITS

- This example from the PFG depicts the colored tabs and WIC icons mentioned in the previous slides
- The PFG mirrors guidance found on the NYS WIC Acceptable Foods Card and should be used in conjunction with it

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Using this Guide (4 of 4)

- Vendors should review the PFG with cashiers and other store personnel who assist participants in selecting correct food items while shopping, and are involved with WIC transactions.

- A copy of the PFG should be available at each register

- Vendors may want to consider the predominate language(s) of population served and have copies of the PFG in those languages available in their store

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Available Online

The Pictorial Foods Guide is available online in English and 20 other languages

- Visit the NYS DOH WIC Program page http://www.health.ny.gov/prevention/nutrition/wic/info_for_vendors.htm
- Guide is located in the WIC Acceptable Foods Section

WIC Acceptable Foods

- Foods that WIC Participants are allowed to purchase with their WIC checks.
- Check out a pictorial version of the WIC Foods Guide! (PDF)
  - Arabic, Bengali, Burmese, Chinese, Farsi, French, Haitian Creole, Hindi, Italian, Karen, Korean, Nepali, Polish, Russian, Somali, Spanish, Turkish, Urdu, Vietnamese Yiddish

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Access on Smartphones

1. Go to NYSDOH WIC page

2. Click Information for Vendors under Section Menu

3. Locate pictorial version under WIC Acceptable Foods

4. Click 'Open in' and save it to your phone

Distribution

The printing and distribution of the Pictorial Foods Guide will occur in three phases

- Local Agencies have received a small number of copies to begin distributing to participants

- Vendor Management Agencies (VMAs) will be receiving English and Spanish versions of the guide in the upcoming months

- VMAs will distribute the guide to vendors, vendors should have one PFG at each cash register

- Additional updates regarding the upcoming shipments will be provided as more information becomes available

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Status of NYWIC-eWIC Implementation

Presented by: Jean Reo

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Electronic WIC (eWIC)

- In 2018, the NYS WIC Program will begin converting to an online electronic benefits transfer (eWIC) system

- eWIC replaces paper checks with a debit card for WIC food benefits

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NYS eWIC Proposed Timeline

ACTIVITY	PROPOSED SCHEDULE
Design and Development Phase	2016 –2017
Pilot and Evaluation	April 2018
Statewide Implementation	Completed mid-2019

Electronic WIC (eWIC) Readiness

- Four Key Tasks:
  1. NYWIC
  2. WIC Authorized Product List (APL)
  3. Equipment and Technology to Accept eWIC
  4. Communication & Training

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NYWIC

- NYWIC – new automated web-based system to replace current system (WICSIS).

- NYWIC will support eWIC technology

WIC Authorized Product List (APL)

- The APL will include between 12,000 – 15,000 food items.

- Collect Universal Product Codes (UPC) and Product Look-up (PLU) codes.

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- UPC and PLU Collection Plan
  - Manufacturers – 2016
  - Distributors – 2016
  - Corporate/Large Chain Vendors – 2016
  - Field Collection – 2017

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Equipment and Technology to Accept eWIC

- Ability at the Point of Sale (POS) to accept eWIC transactions.

- Two Options:
  - Integrate WIC into your POS and normal business processes
  - Stand-Beside WIC Device – consists of a terminal and item scanner that operates independently of your electronic cash register system. Communicates directly to the eWIC system through a dedicated phone line or internet connection.

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- Cash Register (Hardware/Software) Assessment:
  - Identify vendors that will integrate eWIC with current POS and vendors that will need Stand-Beside WIC terminals
  - Developing Questionnaire for Data Collection – Pilot Region (Albany, Rensselaer & Schenectady)

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- Vendors currently without barcode scanning systems will need to:

  - Upgrade their cash register system hardware/software

  - Select Electronic Cash Registers (ECRs) that are eWIC ready

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- NYS is investigating options to assist vendors with eWIC-compatible hardware and software upgrades.

Communication & Training

- Vendor Bulletin #9 – eWIC Introduction
- Quarterly Stakeholder Forums
- Annual Vendor Trainings
- Email Notifications
- Vendor Website
- Feedback or Questions: nyswic@health.ny.gov

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State Regulatory Update

Presented by: Lora Santilli

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State Regulatory Update

In response to the feedback received during the public comment period and in conjunction with the changing needs of the program, NYS has decided to allow the proposed changes to expire and will be revisiting our approach.

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Reminders

Presented by: MaryEllen Holbrook

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Check review

- NYS WIC continually reviews redemption and rejected check information

- Common error causing checks to reject is missing participant signature/date

- Solutions to prevent this error include:

  - Thorough cashier training

  - Careful review of all WIC checks prior to completing the transaction

  - Reviewing the WIC Vendor Handbook, Section 15 (WIC Check Cashing Policy)

  - The WIC Check Handout (available in 19 languages)

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The Cashier Training Module

Available at www.nyswicvendortraining.com

Electronic Processes

- Statewide implementation of electronic monitoring October 2016

- Use of ListServ to communicate with vendors for routine correspondence

- Vendors responsible for maintaining an active email to ensure successful electronic monitoring and List Serv communication

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Future Resources Under Development

- WIC Vendor website:

- Will include Vendor Communications, Training & Resource Materials (NYS Foods Card, Infant Formula Supplier List, Vendor Handbook, and Video Tutorials), Vendor Forms (Vendor Stamp Request, BSI Referral Form), eWIC, and "How to Find a WIC Store."

- Acceptable Foods Card Module

Save the dates!

2016 WIC Vendor Webinar Schedule:

DATE:	TIME:
November 30, 2016	1:00 – 2:30 PM

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Comments

➢ What do we need to be thinking about regarding:

  ➢ Implementation challenges?

  ➢ Unintended consequences?

  ➢ Communication strategies?

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Thank you for joining us!

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