

# **Welcome!**

## **WIC Vendors Forum**

June 21, 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 17769726.



**Department  
of Health**

# **WIC Vendors Forum**

June 21, 2016  
11:00am – 12:30pm

**June 21, 2016**

**New York State Department of Health  
Bureau of Supplemental Food Program**



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!\*\***

# 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](mailto:nyswic@health.ny.gov)



# Objectives of today's forum:

Share and discuss:

- Vendor Peer Groups and Implementation Dates
- Exempt formula
- Electronic Vendor Monitoring
- WIC benefit updates and reminders

# Status of Peer Groups

Presented by: Lora Santilli



# Refresher...

- Federal regulations require that WIC vendors be organized into peer groups
  - The State Agency must authorize an appropriate number and distribution of vendors in order to ensure the lowest practicable food prices (***Code of Federal Regulations, Title 7, Section 246.12.3***)
  - All States using a retail delivery system must establish a vendor peer group system and set distinct competitive price criteria and allowable reimbursement levels for each peer group (***Code of Federal Regulations, Title 7, Section 246.12.4***)





# Refresher...

- Federal regulations require that WIC vendors be informed of their peer group assignment and the criteria for peer groups (*Code of Federal Regulations, Title 7, Section 246.12.4*)
- Final peer group criteria for NYS WIC Program:
  - Geography: urban vs. non-urban
  - Business model: store type and chain status
  - Store size: number of cash registers



# Refresher...

## Benefits of new Vendor Peer Group system:

- Groups and compares stores that are similar to each other
- Promotes fair pricing
- Allows the WIC Program to set Maximum Allowable Reimbursement Levels (MARLs) based on factors that determine food costs
- Provides rapid ability to adjust pricing levels based on market changes



# Recent activities completed...

1. Finalized reasonable price criteria for each vendor peer group
2. Updated and modified computer information systems
3. Conducted Quality Assurance testing with the State's Banking Contractor (KeyBank)
4. Notified Vendors of peer group criteria and assignment



# Vendor's role...

1. Review "WIC Vendor Peer Group Assignment" letter for accuracy
2. No further action needed if information is correct
3. Contact WIC Vendor Management Agency if there are questions or information contained in the letter is incorrect



# Request for Reassignment

- Contact your WIC Vendor Management Agency
- Complete the “Request for Vendor Peer Group Reassignment” form
- Send the form and any required documentation to the WIC Program
  - Address is listed on the bottom of the form

 <b>NEW YORK</b> STATE OF OPPORTUNITY   <b>Department of Health</b>			
Bureau of Supplemental Food Programs, WIC Program			
<b>Request for Vendor Peer Group Reassignment</b>			
Date:		Vendor ID #:	
Store Trade Name			
Physical Location	Street:		
City:	State:	Zip:	
<p>You are requesting a change in your NYS WIC Program Vendor Peer Group assignment. Based on the information provided to you by your Vendor Management Agency (WIC Vendor Peer Group Assignment Letter), you believe that you have been placed in an incorrect Vendor Peer Group. Please indicate below which of the following criteria you disagree with.</p>			
<input type="checkbox"/>	Geography (incorrect zip code) Correct zip code should be noted in the address above.		
<input type="checkbox"/>	Business model (store type and chain status)		
<input type="checkbox"/>	Store Size (number of cash registers) Please indicate the correct number of registers in your store. You should count ALL registers, not only registers used for WIC transactions.		# of Registers:
<p>Please attach proof if you disagree with the Business Model criteria.</p>			
<p>NYS will review Vendor Peer Group Assignments on a quarterly basis. You will be notified in writing if your store has been reassigned to a different Vendor Peer Group.</p>			
Name (print):		Title:	
Signature:		Date:	
<p>Send to: Attn: FDVMS CM NYS Department of Health Division of Nutrition – BSFP/FDVMS Riverview Center – Room 650 150 Broadway Albany, NY 12204-2719</p>			



# Review process for reassignment requests

- State staff will review the request for reassignment
- Vendors will be notified if there are changes to peer group assignments
- Routine updates/reassignments will occur on a quarterly basis



# Next Steps...

1. Launch new peer group system (June 2016)
2. Monitor redemption data (ongoing)
3. Reassess criteria and maximum allowable pricing levels to ensure appropriate peer group placement (ongoing)



# Peer Groups: Cost Containment

# Maximum Allowable Reimbursement Levels

## Before Peer Groups

- MARLs are set geographically – upstate and downstate only
- MARLs are calculated at the time of check issuance (based on location of WIC Local Agency)



## After Peer Groups

- MARLs will be set based on Vendor Peer Group
- MARLs will be identified by KeyBank based on vendor peer group at the time of reimbursement



# Maximum Allowable Reimbursement Levels

- MARLs are determined for each Vendor Peer Group
  - Includes an allowance for variation and inflation
- MARLs and average redemption values will be monitored to ensure they are set appropriately



# Maximum Allowable Reimbursement Levels

- MARLs may vary among stores that have similar business models
- Examples:
  - Independent stores who range in store size from medium to extra-large
  - Chain stores may be identified as urban in one area but non-urban in another area



# Price Reasonableness Determination

## Before Peer Groups

- Price Reasonableness is determined based on the vendor's VMA (5 areas)
- Evaluate most common formula and multiple food item check types
- Average paid amounts calculated monthly

## After Peer Groups



- Price Reasonableness will be based on the Peer Group assignment
- Will evaluate a "Market Basket" for most common WIC foods
- Will be updated quarterly

# Peer Groups: Frequently Asked Questions



# Geography

*“Why are some of our stores considered urban and others are non-urban?”*

## Answer:

- The urban/non-urban status of a location is **based on census tract data, population data and traffic commuting flow**
- USDA Economic Research Service (ERS) developed the definitions for Rural-Urban Commuting Area Codes



# Geography

*“My store is located in the city. Our food prices are higher due to rent and other overhead costs. Have these factors been taken into consideration for vendor peer groups?”*



## Answer:

- Yes. The federal **Rural Urban Commuting Area codes** used to classify WIC vendors into peer groups **captures labor and wholesale food cost differences** that contribute to differences in food prices.



# Geography

*“My store is located in a small town. Why is it considered urban?”*



## Answer:

- Some small towns have an urban code because they have **a high percent of residents that commute to an urban area**
- “High percent” is defined as 30% or more



# Business Model

*“I own 4 stores. How come my stores aren’t considered a chain?”*



## Answer:

- Per NY WIC’s definitions, **4 or fewer** NYS WIC authorized stores falls under **“independent store”**
- Definitions were based on how other State WIC programs categorize vendors



# Business Model

***“Why am I being considered part of a Minor Chain when I independently own the store and set my own prices?”***

## Answer:

- The number of stores authorized in NYS with the same owner and/or vendor name determines chain status
- It is possible that your store's name happens to be identical to another chain name
- If your store has been categorized incorrectly, please contact your VMA and request a “Request for Reassignment” form



# Business Model

*“I currently own 3 stores but I’m planning to open 2 more stores. What will happen to my vendor peer group placement?”*

## Answer:

- Peer groups will be reassessed quarterly.
- When all 5 stores are WIC authorized, your peer group will be reassigned to a minor chain store.





# Store size

*“Our store doesn’t use all of the cash registers. Why are all registers counted?”*



## Answer:

- Number of registers was used as a measure for store size.
- All registers are counted, whether they are staffed or not.



# Other vendors

*“What other stores are in my vendor peer group?”*



## Answer:

- Due to confidentiality requirements contained in federal regulations, **information about other vendors may not be shared.**



# Payment

*“How does my peer group placement affect payment?”*

## Answer:

- Payment is based on dollar amount presented
- If amount presented is higher than the MARL, payment will reject and an ACH transaction will follow



# Store changes

***“Will my store be terminated from the WIC program if there are changes to the initial way my store was categorized?”***

## Answer:

- No. Your store would be reassigned to a new vendor peer group, as needed.
- Peer groups will be reassessed quarterly.



# Exempt Formula Update

Presented by: Lauren Silverman



# WIC Exempt Formula Policy

- Vendor Bulletin #1: Exempt Formula Check Cashing (issued 2/1/14)
  - Stated: Authorized pharmacies and retail vendors with a pharmacy inside are the only vendors allowed to cash checks for exempt formula
  - Effective: February 2014 – April 2016



# Policy Change

- Vendor Bulletin #5: Exempt Formula Policy Change (issued 4/18/16)
  - Stated: The NYS WIC Program has expanded its policy to allow authorized WIC vendors without an embedded pharmacy to apply for authorization to accept checks for exempt formula, provided certain criteria are met
  - Effective: Immediately




# Required criteria

- Non-pharmaceutical vendors must:
  - Have 3 or more cash registers
  - Be part of a chain with at least 5 stores authorized by NYS WIC
  - Be authorized on the WIC program for a minimum of 12 months
  - Have no past history of program abuse during the previous 36 months
  - Be subject to an annual audit



# To request approval

- An authorized WIC vendor must:
  - Complete Non-Pharmaceutical Exempt Formula Application for each individual store
  - Send to NYS Department of Health (NYS DOH)
  - Await final approval from NYS DOH prior to accepting WIC checks

 <b>NEW YORK</b> STATE OF OPPORTUNITY		<b>Department of Health</b>	
Bureau of Supplemental Food Programs, WIC Program			
<b>Non-Pharmaceutical Exempt Formula Application</b>			
Date:		Vendor ID #:	
Corporation Name			
Store Trade Name			
Physical Location		Street	
City		State	Zip
<input type="checkbox"/> Check box if Physical Location is the same as Mailing Address, otherwise complete below section.			
Mailing Address		Street	
City		State	Zip
Store Telephone #			
Store Email Address			
Indicate by check mark that your store meets each of the following requirements:			
<input type="checkbox"/> Five or more NYS WIC authorized stores. Provide Vendor ID #s for all stores owned by the same individual(s) in the boxes below. If you own more than 5 stores, attach a list of all Vendor ID #s to this application.			
<input type="checkbox"/> If your store is independently owned but falls under the banner of a larger corporation, provide the Vendor ID #s for all stores under that banner below. If there are more than 5 stores under the same banner, attach a list of all Vendor ID #s to this application.			
<input type="checkbox"/> Provide documentation that demonstrates your store is part of the chain indicated above.			
<input type="checkbox"/> Three or more operating cash registers at the vendor location. Provide exact number of registers:			
<input type="checkbox"/> Authorized WIC Vendor for a minimum of 12 months. Date of Authorization: ____ / ____ / ____			
<input type="checkbox"/> Has not been non-renewed, terminated, sanctioned or disqualified by the WIC Program within the last 36 months.			
<input type="checkbox"/> Agree to comply with an annual audit, which includes providing proof of formula purchases (valid purchase slips/invoices from an approved formula supplier).			
<input type="checkbox"/> Agree NOT to redeem or cash checks for medical formulas that are excluded from this exemption.			
<ul style="list-style-type: none"> <li>Failure to meet ALL the above requirements will result in denial of your request for authorization to provide exempt formulas through the WIC Program.</li> <li>Program violations or failure to comply with annual audit requirements, or failure to provide sufficient documentation during an audit will result in revocation of Exempt Formula Authorization.</li> </ul>			
I affirm that I am authorized to represent and legally bind the organization above and that the information provided in this application is true and agree to terms as described.			
Name (print):		Title:	
Signature:		Date:	
Send to: NYS Department of Health Division of Nutrition - BSEF/PFD/VMS Riverview Center - Room 650 150 Broadway Albany, NY 12204-2719			
4/2016			



# Approved Formulas

Upon approval, the authorized vendor may accept WIC checks for the following approved formulas only:

1. Enfamil Infant
2. Enfamil AR
3. Enfamil Gentlease
4. Enfamil ProSobee/Gerber Good Start Soy
5. Enfamil Nutramigen
6. Enfamil Nutramigen with Enflora LGG
7. Similac Alimentum
8. Boost/Boost High Protein/Boost Kid Essentials
9. Ensure/Ensure Plus
10. PediaSure/PediaSure with Fiber
11. PediaSure Enteral/PediaSure Enteral with Fiber





# Exclusions

Special medical formulas are excluded from this exemption

- Full list of approved infant formulas in the NYS WIC Program can be found at:  
[https://www.health.ny.gov/prevention/nutrition/wic/approved\\_formulas.htm](https://www.health.ny.gov/prevention/nutrition/wic/approved_formulas.htm)



# Exempt Formula Checks

- New message on “Exempt Formula” checks

**STATE OF NEW YORK**  
DEPARTMENT OF HEALTH  
WIC PROGRAM

PARTICIPANT 30117524 - test, 123  
AGENCY 301 - Test Agency 301

NOT GOOD BEFORE 04/21/2016  
NOT GOOD AFTER 05/20/2016

FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD  
1 6-Pack 6oz Ready-to-Feed Enfaport

**VOID**

**This check must be cashed at a WIC pharmacy or grocery store approved to accept exempt formula checks.**

PAY TO: 3015393084  
PAY EXACTLY \$ .

KeyBank, Albany, NY 2970-213 16112

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK.  
DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.  
IMPROPER USE OF THIS CHECK IS SUBJECT TO STATE AND FEDERAL PROSECUTION.

X SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC I.D. CARD.  
NOT NEGOTIABLE UNLESS SIGNED AND DATED.

DATE: 05/20/2016

- “This check must be cashed at a WIC pharmacy or grocery store approved to accept exempt formula checks.”



# WIC Check Review

Presented by: Tim Goyette



# Check review

- NYS WIC continually reviews redemption information
- Common errors causing checks to reject:
  - Missing vendor number/illegible vendor stamp
  - Missing participant signature/date
  - Allowing purchase of incorrect food items
  - Allowing greater quantities of WIC allowable foods than what is printed on the WIC check



# Common errors causing check rejections

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Problem:<ul style="list-style-type: none"><li>– 21% of rejections were due to missing vendor number/illegible vendor stamp</li><li>– Improvement (previously accounted for 25% of rejections)</li></ul></li></ul> | <ul style="list-style-type: none"><li>• Solution:<ul style="list-style-type: none"><li>– Careful review of all WIC checks prior to deposit</li><li>– See WIC Vendor Handbook, Section 13: Vendor Stamp</li><li>– See WIC Vendor Handbook, Section 17: Reimbursement for Exception/Returned Checks</li></ul></li></ul> |
|---|---|



# Common errors causing check rejections

- Problem:
  - 16% of rejections were due to missing participant signature/date
  - Improvement since March 2016 (accounted for 18% of rejections)

The image shows a WIC check form. At the top, it says 'PARTICIPANT AGENCY 301 - Test Agency 301'. Below that, there's a section for 'ACCEPTABLE FOOD CARD' with 'Meats' and 'eg. 6/oz Fruits'. To the right, there's a 'PAY TO:' section with 'VOID' in large letters. Below 'VOID', it says 'CHECK NOT VALID UNLESS STAMPED ABOVE BY NYS AUTHORIZED WIC'. To the right of this, there's a 'NOT GOOD BEFORE' date of 06/03/2015 and a 'NOT GOOD AFTER' date of 07/02/2015. Below these dates, there's a number '301510228' and a 'PAY EXACTLY' section with a dollar sign and a decimal point. At the bottom, there's a signature line with a red circle around it, containing an 'X' and the text 'SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC'S CARD NOT NEGOTIABLE UNLESS SIGNED AND DATED'. To the right of the signature line, there's a date field with slashes for month, day, and year.

- Solution:
  - New online WIC cashier training
  - Careful review of all WIC checks prior to completing the WIC transaction
  - See WIC Vendor Handbook, Section 15 (WIC Check Cashing Policy)
  - New WIC Check Handout (available in 20 languages)



# Common errors causing check rejections

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Problem:<ul style="list-style-type: none"><li>– Allowing purchase of incorrect food items</li><li>– Real example:<ul style="list-style-type: none"><li>• Allowing Enfamil Infant <u>powdered</u> formula when check lists <u>concentrate</u></li></ul></li></ul></li></ul> | <ul style="list-style-type: none"><li>• Solution:<ul style="list-style-type: none"><li>– New online WIC cashier training</li><li>– Careful review of all WIC checks prior to completing the WIC transaction</li><li>– Participants must buy the formula brand, form (powder, concentrate, ready-to use) and container size printed on the WIC check</li><li>– See WIC Vendor Handbook, Section 15 (WIC Check Cashing Policy)</li></ul></li></ul> |
|--|--|



# Common errors causing check rejections

- Problem:
  - Allowing greater quantities of WIC allowable foods than what is prescribed on the WIC check
  - Real examples:
    - Allowing 1 gallon of milk on a check that lists 1 quart of milk
    - Allowing 36 oz. of cereal on an 18 oz. check
    - Counting a 2-pack plastic container of baby food as one item instead of 2

- Solution:
  - New online WIC cashier training
  - See WIC Vendor Handbook, Section 15 (WIC Check Cashing Policy)



**= 2 items**



# Cereal

- NYS WIC Program issues ~300,000 cereal checks per month
  - 97% of these checks are for 36 oz. cereal
  - 3% are for 18 oz. cereal
- Careful review of all WIC checks is essential in reducing costly errors



# Common errors causing check rejections

- Problem:
  - 16% of rejections were due to incorrect processing of WIC Cash Value Vouchers (Vegetable and Fruit Checks)
- Solution:
  - Thorough cashier training
  - Careful review of all WIC checks prior to completing the WIC transaction
  - Resources:
    - WIC Vendor Handbook, Section 15 (WIC Check Cashing Policy)



# WIC Vegetable and Fruit Checks

## (Cash Value Vouchers - CVV)

Transaction Amount = \$17.59

### STATE OF NEW YORK

DEPARTMENT OF HEALTH  
WIC PROGRAM

PARTICIPANT	30116715 - Brown, C
AGENCY	301 - Test Agency 301

NOT GOOD BEFORE	NOT GOOD AFTER
11/08/2015	12/07/2015

FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD

1 \$4.00 Fresh / Frozen / Canned NYS Enhanced Veg/Fruit Benefit  
1 \$11.00 Fresh / Frozen / Canned Vegetables and /or fruits

Participant may pay the difference if sale exceeds check amount.  
No change allowed if sale is less than the check amount.  
"Pay Exactly" amount cannot be more than the check amount.

PAY TO:

**VOID**

CHECK NOT VALID UNLESS STAMPED  
ABOVE BY NYS AUTHORIZED WIC  
VENDOR AND DEPOSITED BY 01/07/2016

301525885<sup>8</sup>

PAY EXACTLY

\$ 15.00

KeyBank, Albany, NY

29-70  
213

15316

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK.  
DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.  
IMPROPER USE OF THIS CHECK IS SUBJECT TO STATE AND FEDERAL PROSECUTION.

X

SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC I.D. CARD.  
NOT NEGOTIABLE UNLESS SIGNED AND DATED.

DATE: / /

The transaction amount is more than the WIC CVV amount



- Vendor writes up to the maximum CVV amount listed on the WIC check
- Vendor allows the participant to pay the difference with SNAP-EBT (Electronic Benefit Transfer), Cash, Credit or Debit cards



# Cashier Training

- Available at: [nyswicvendortraining.com](http://nyswicvendortraining.com)
- 1,000+ views to date





# Shelf Talkers

Presented by: Danielle Quigley



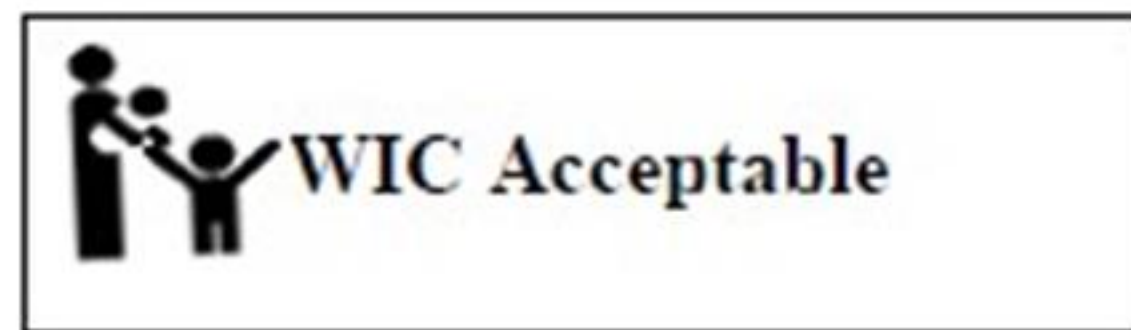
# Background

- Used by stores to help participants identify WIC approved foods
- Also called shelf stickers, shelf tags, shelf strips or channel strips
- Beneficial when used correctly
  - Promotes a positive shopping experience for participants
  - Reduces checkout errors when correct foods are selected



# Shelf Talkers in NYS

- Voluntary
- Used by the majority of minor and major chain stores
- Examples:





# Current Policy

- Vendors may use shelf talkers with prior written approval from the NYS WIC Program
- Shelf talkers must:
  - Include all approved brands within each category selected
  - Be attached to the shelving or other fixture where foods are located (never attached to the foods themselves)



# Current Policy

- Shelf talkers may not be used for:
  - Infant formula (WIC checks specify the exact brand and type of formula)
  - Specialty items for limited populations (i.e. single-serving juices for homeless populations)



# Current Policy

- Store's responsibility to ensure that shelf talkers are:
  - Properly aligned with WIC-approved foods
  - Appropriately moved whenever WIC-approved foods are moved to another location on store shelves
  - Re-reviewed and approved by the NYS WIC Program if changes are made to shelf talkers



# New Proposal

- Standardized shelf talkers created by the NYS WIC Program
  - Colorful, attractive image
  - Consistent language: will read “WIC Acceptable”
- Benefits:
  - Easier for participants to identify WIC approved foods, regardless of where they shop
  - Promotes consistency across NYS



# Next Steps

- Finalize and share design
- Solicit feedback from the vendor community
- Make available to vendors interested in using shelf tags
  - Available formats: sticker or electronic image
  - Tentative roll out: Fall/Winter 2016
- Offer additional training to ensure usage/ placement is done correctly



# Status of eWIC - NYWIC Implementation

Presented by: Mary Carroll



# Electronic Benefits Transfer WIC (eWIC)

- USDA has mandated that all States implement Electronic Benefits Transfer (EBT) by October 2020
- NYS is accelerating the schedule and expects to roll out by March 2019



# Terminology

## eWIC

- WIC EBT (eWIC) will replace paper WIC checks with a card



## NYWIC

- New automated, web-based system that will support eWIC technology



# eWIC Timeline

- 2017: Design and Development
- 2017 - 2018: Testing and Training
- 2018: Pilot and Evaluation
- 2018 - 2019: Statewide Implementation



# Preparation

- 10 workgroups comprised of State staff, WIC local agencies and vendor management agencies
- Major focus areas:
  1. Replacing WIC's management information system
  2. Developing a database of Universal Produce Codes (UPC) and Product Look-Up (PLU) codes to create a NYS WIC Approved Product List (APL)
  3. Ensuring that all WIC authorized vendors are ready for eWIC
  4. Providing communication and training to WIC vendors, participants and staff



# Approved Product List (APL)

- APL is a list of WIC approved foods
  - Phase 1: collect UPCs/PLUs of currently approved WIC foods
  - Phase 2: expand the APL and authorize new foods
- Vendor assistance will be needed in the near future
  - Requesting UPCs/PLUs from manufacturers and corporations
  - Conducting field visits to collect UPCs/PLUs



# WIC Vendor Readiness

Vendors will need one of the following cash register devices:

- Integrated Electronic Cash Registers (IECR) – preferred device
- Stand-beside point-of-sale (POS) terminals – alternative device



# Next Steps

- **Communication:** NYS WIC will provide more specific information related to cash register devices and the overall project as it becomes available
- **Feedback:** NYS WIC will be requesting feedback through vendor bulletins, quarterly webinars and vendor trainings



# Need more information?

eWIC – NYWIC questions can be sent to  
[nyswic@health.ny.gov](mailto:nyswic@health.ny.gov)



# Electronic Vendor Monitoring

Presented by: Tim Goyette



# Vendor Monitoring

## New process:

- VMAs will utilize a handheld tablet to complete monitoring and collection of shelf prices
- Vendors will receive results of the monitoring via email





# 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](mailto:noreply@healthsolutions.org)
- Subject line:  
**VENDOR  
NAME: Results  
of Vendor  
Monitoring**



Department  
of Health



# 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



Department  
of Health



# Sample e-Monitoring Summary Report: Price Reasonableness

## Price Reasonableness:

Formula Check Type 1: *Priced Reasonable*

*Percent of Standard: 1.01*

Formula Check Type 2: *Priced Reasonable*

*Percent of Standard: 1.01*

Non-Formula Check Type 1: *High Priced*

*Percent of Standard: 1.14*

Non-Formula Check Type 2: *Priced Reasonable*

*Percent of Standard: 0.88*

Will inform the vendor of how their shelf prices compare to other vendors. Will show as:

- a) Priced Reasonable – shelf prices for the item(s) evaluated are within 10% of the average redeemed by vendors in their peer group
- b) High Priced – shelf prices for the item(s) evaluated are over 10% above the average redeemed by vendors in their peer group
- c) Could not be determined – did not carry one or more items to calculate price reasonableness



# Sample e-Monitoring Summary Report

## Summary

Result of Monitoring: Fail  
Number of Violations: 16  
Number of Violations NOT corrected: 16  
Number of other findings/recommendations: 0

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

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

### Findings for Baby Food Fruits and Vegetables:

Vendor is required to maintain minimum stock of 35 4-ounce jars of baby food vegetables and fruits, with at least two varieties of baby food vegetables and at least two varieties of baby food fruits. Vendor did not have any WIC-eligible baby food vegetables and fruit.

### Findings for Baby Food Meats:

Vendor is required to maintain minimum stock of 10 2.5-ounce jars of baby food meats, with at least two varieties. Vendor did not have any WIC-eligible baby food meats.

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





# Next Steps

- Statewide implementation: Summer 2016
- Enhanced reporting related to product availability and shelf pricing





# Reminders

Presented by: Danielle Quigley



# Change in Soy-Based Formula

Beginning July 1, 2016:

- NYS WIC will change its soy-based infant formula to Gerber Good Start Soy
- Available in these sizes/types:
  - Powder (12.9 oz.)
  - Concentrate (12.1 oz.)
  - Ready to Use (4-pack 8.45 oz.)





# Change in Soy-Based Formula

- July 2016 will be a changeover month. Vendors will see some checks listing Enfamil ProSobee **and** other checks for Gerber Good Start Soy.
- After July 30, 2016:
  - Vendors will no longer see checks for Enfamil ProSobee
  - Enfamil ProSobee will no longer be a NYS authorized infant formula



# Similac Alimentum Powder



- Container size is changing from 16 ounces to 12.1 ounces
- Both sizes will be available through July 15<sup>th</sup>, 2016
- Reminders:
  - Participants must purchase the brand, type and size of formula listed on the WIC check
  - No substitutions are allowed



# Resources coming in 2016.....

- **Pictorial Foods Guide**
  - Visual tool to help participants select allowable WIC foods
  - Informative guide for vendors
  - Available at:  
[https://www.health.ny.gov/prevention/nutrition/wic/info\\_for\\_vendors.htm](https://www.health.ny.gov/prevention/nutrition/wic/info_for_vendors.htm)
  - Next steps:
    - Print
    - Distribute
    - Translate into 20 languages





# Save the dates!

## 2016 WIC Vendor Webinar Schedule:

DATE:	TIME:
September 20, 2016	11:00a – 12:30p
November 30, 2016	1:00 – 2:30p



# 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](mailto:nyswic@health.ny.gov)



**Thank you for  
joining us!**