

Welcome!

WIC Vendors Forum

April 19, 2017

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 89658821.



**Department
of Health**

WIC Vendors Forum

April 19, 2017
11:00am – 12:30pm

April 19, 2017

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

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!****

The slides presented, as well as a recording of the live presentation will be provided to Forum participants by email following the live Forum

Questions and Comments?

- 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

Objectives of today's forum:

Share and discuss:

- eWIC Project Status Update
- WIC Vendor Peer Groups
- Vendor Communications
- Check Processing
- Resources

Status of eWIC

Presented by: Jean Reo

NYS eWIC Project Timeline

ACTIVITY	SCHEDULE
Design, Development & Testing Testing & Training	Throughout 2017 Spring 2018
Pilot and Evaluation (4 months) ✓ Pilot Counties: Albany, Schenectady & Rensselaer	Spring 2018
Statewide Implementation	Completed in 2019

eWIC Implementation – Post Pilot

Tentative Regional Rollout

Regions in Order of Rollout



eWIC Readiness

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

WIC Authorized Product List (APL)

- **UPC Field Collection began March 1, 2017**
 - 30 counties completed
 - 81 stores visited
 - 1,889 UPCs collected in the field
 - 13,111 allowable UPCs in master database



UPC Maintenance

- Submission of UPCs for New Products
 - Manufacturers
 - Vendors
 - Participants
- Electronic Process Developed

New York State WIC Program

UPC Submissions

Contact Information

First name

Last name

Company Name

Email

Enter today's date

Date

Enter the product's 12 digit UPC number

UPC Number

Enter the product's brand name

Brand Name

Include the type of food and the container size (ounces). For example, "Diced Tomatoes 14oz" or "Fat Free Milk 128oz"

Food Description

Attached pictures must clearly show the barcode, product name, and nutritional information including ingredients.

CHOOSE FILE

CHOOSE FILE

SAVE

SUBMIT

WIC Authorized Product List (APL)

- Produce PLUs International Federation for Produce Standards (IFPS)
 - All bulk/loose and packaged produce will be obtained from a national list of codes



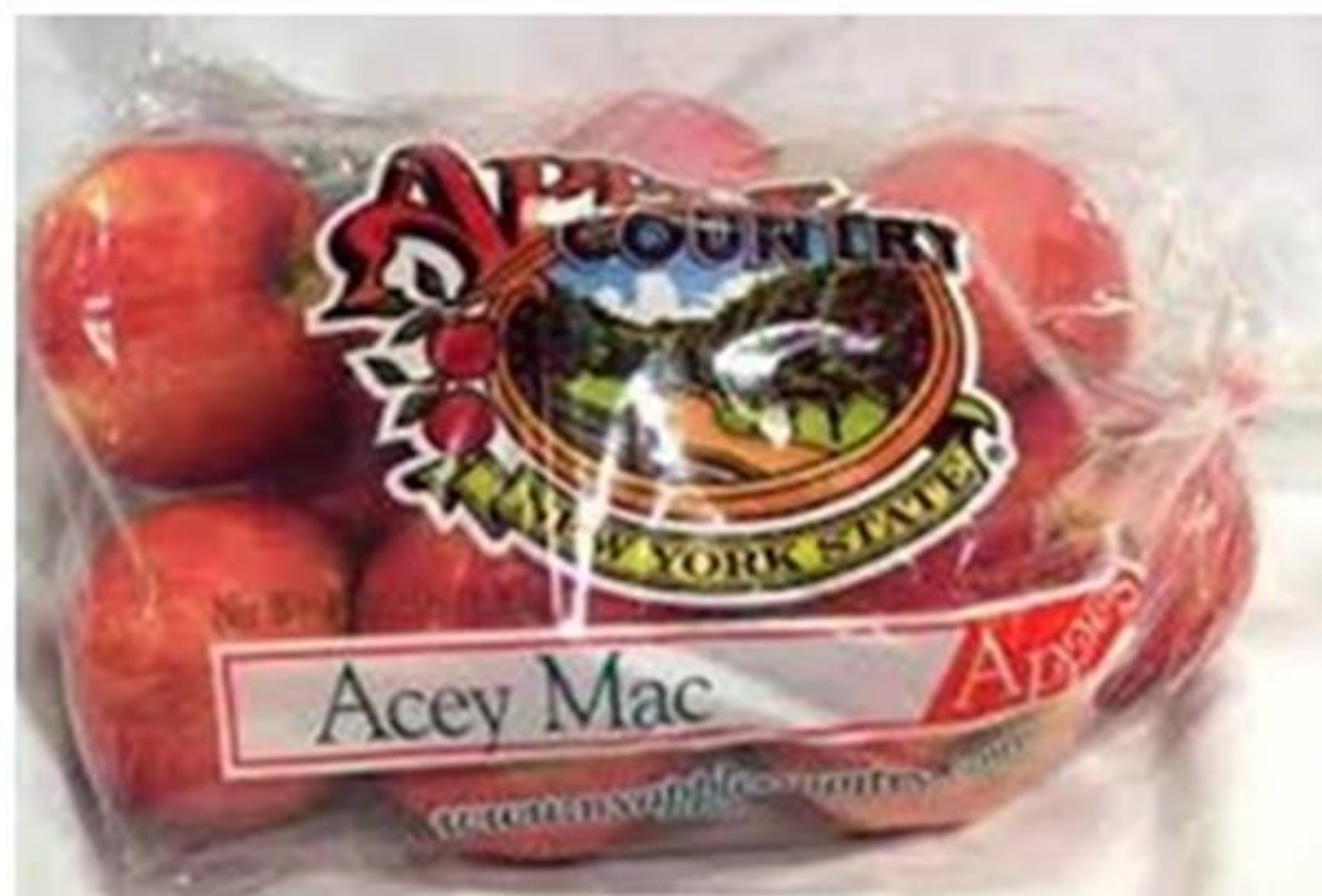
Full Mapping to PLUs

- Full mapping requires all produce to be mapped to the appropriate IFPS PLU. Not the generic 4469 or store-generated PLUs.



Full Mapping to PLUs

- IFPS PLUs at the level of fruit or vegetable type rather than specific variety (i.e., all apples can be coded to apple instead of different codes for Red Delicious, Empire, Granny Smith, etc).



Full Mapping to PLUs

- Store packaged produce with a combination of fruits or vegetables packaged together, should be Mapped to the PLU of the dominant fruit or vegetable in the mix.
- 4469 or 44691 not acceptable.



Benefits of Full Mapping to PLUs

- Fewer issues at the register when a UPC for a produce item is not captured in the APL.
- Vendors won't have to regularly submit UPC updates on produce.
- Vendors with integrated electronic registers can potentially have mapping programmed in the background at the corporate level.
- Vendors with stand-beside devices will key in PLUs manually.

Equipment & Technology

- Equipment Survey
 - Contacting Large & Medium Chain Vendors
 - Developing an electronic version for vendor website
 - Required information for all new vendor applications

Communication & Training

- Vendor Website
- Electronic mailings
 - Vendor & Equipment information
- eWIC webinar for all vendors
 - Vendor Readiness Checklist
 - Equipment Specifications and Certification Process
 - Regional Timeline for eWIC Implementation
- Feedback or Questions: nyswic@health.ny.gov

Communications

Presented by: Timothy Goyette

Electronic Communications

- All communication related to Vendor activities will be done via email (i.e. vendor monitorings, vendor training, request for vendor information).
- Vendor Bulletins containing all programmatic changes will still be sent via regular mail

Electronic Processes

- eMonitoring
- Ownership Entity Verification
 - Moving forward into NYWIC with the most up to date ownership information for all vendors
- eWIC Readiness
 - Surveying all current vendors for their cash register system information
- New Training Process (Under Development)
 - Providing notification and certificate via email

Vendor Website

Presented by: Timothy Goyette

Website Update

- New vendor website launched today April 19, 2017:
www.NYSWICVENDORS.com
 - Vendor application
 - Vendor forms
 - Additional vendor resources
 - VMA location & information
 - UPC Submissions

Infant Formula Updates

Presented by: Joanne Murnane

Packaging Changes

- Several WIC Formulas and Exempt Formulas are undergoing packaging changes
- These changes affect multiple Mead Johnson Enfamil Products

Enfamil Infant Formula



← Current Label

New Label →



Enfamil Infant Formula - 2

Current Label

These labels will begin to appear on Enfamil products late in May 2017



New Label



Department of Health

Nutramigen Ready-to-Use

- Nutramigen 32 oz Ready-to-Use formula bottles will have a new shape and label.
- Label more accurately reflects nutrition information
- The new designs will begin appearing on this product in May 2017



Similac Alimentum

- Effective in May 2017, the wholesale price of Similac Alimentum will increase
- NYS WIC has adjusted maximum reimbursement amounts to account for this wholesale price increase accordingly.

Vendor Peer Group Averages

Presented by: Joanne Murnane

Recent Communications

- Letters were sent to all authorized WIC vendors at the beginning of March 2017
- Letters contained average redemption values for commonly redeemed WIC foods and formulas based on the vendor peer group to which the vendor is assigned

Recent Communications 2

- Average redemption values are based on NYS WIC Program redemption data from October – December 2016.
- Vendors are encouraged to use the information to further evaluate current shelf prices to ensure competitive pricing of WIC foods and formula
- As a reminder, average redemption values are not the Not to Exceed (NTE) amounts.

Recent Communications 3

- Maximum allowable pricing levels (NTEs) are reassessed based on most recently available data
- Vendors will continue to receive correspondence regarding all changes

WIC Check Processing

Presented by: MaryEllen Holbrook

Common Errors Causing Check Rejections

- Checks can reject for incorrect processing of WIC transactions
- Check rejections can be prevented by thoroughly training cashiers and careful review of all WIC checks prior to completing the WIC transaction

Cash Value Vouchers

- Cash Value Vouchers (CVVs) are used to purchase fresh, frozen or canned fruits and vegetables
- **For Cash Value Vouchers (CVVs) only:** A participant is allowed to add money to the CVV and receive change if warranted.

CVV Transactions

The Maximum Allowable Amount of the CVV is printed on the check with the food prescription

STATE OF NEW YORK DEPARTMENT OF HEALTH WIC PROGRAM		PARTICIPANT [REDACTED]	NOT GOOD BEFORE 08/31/2016	NOT GOOD AFTER 09/29/2016
		AGENCY 276 - Queens Hospital WIC		
FOR THESE ITEMS ONLY - REFER TO WIC ACCEPTABLE FOOD CARD 1 \$8.00 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. Enjoy locally grown produce; visit your farmers' market.		PAY TO: [REDACTED]	1775453157	
KeyBank, Albany, NY 2970 213 16244		CHECK NOT VALID UNLESS STAMPED ABOVE BY NYS AUTHORIZED WIC VENDOR AND DEPOSITED BY 10/30/2016	PAY EXACTLY \$ 8.00	
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 [REDACTED] SIGNATURE OF PARTICIPANT AT REDEMPTION MUST MATCH SIGNATURE ON WIC I.D. CARD. NOT NEGOTIABLE UNLESS SIGNED AND DATED.		
[REDACTED]		710 00 399 91*		

CVV Transactions - 2

The customer purchases \$6.50 of fruits and vegetables

STATE OF NEW YORK
DEPARTMENT OF HEALTH
WIC PROGRAM

PARTICIPANT [REDACTED]
AGENCY 276 - Queens Hospital WIC

NOT GOOD BEFORE 08/31/2016 NOT GOOD AFTER 09/29/2016

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1775453157

PAY EXACTLY
\$ 6.50

KeyBank, Albany, NY 29.70 16244
213

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X [REDACTED]
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NOT NEGOTIABLE UNLESS SIGNED AND DATED.

[REDACTED] 710 00 399 91*

The transaction amount is **less** than the WIC CVV Amount

- Vendor Writes **the exact transaction amount** in the Pay Exactly Box
- No Change is Due

CVV Transactions - 3

The customer purchases \$10.50 of fruits and vegetables

STATE OF NEW YORK
DEPARTMENT OF HEALTH
WIC PROGRAM

PARTICIPANT [REDACTED]
AGENCY 276 - Queens Hospital WIC

NOT GOOD BEFORE 08/31/2016 NOT GOOD AFTER 09/29/2016

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[REDACTED] 710 00 399 91*

The transaction amount is **more** than the WIC CVV Amount



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

Online Cashier Training



Available at www.nyswicvendortraining.com

Reminders

Presented by: MaryEllen Holbrook

Reminders – Training Requirements

- Authorized WIC Vendors **MUST** attend a minimum of one vendor training session per year with their contracted VMA
- NYS quarterly Vendor and Stakeholder forums **DO NOT** fulfill this training requirement.

Reminders - Reauthorization

- All authorized WIC Vendors are provided with reauthorization documents by their VMA at a minimum of 120 days prior to the end date of their 3-year contract
- Vendors must provide the required reauthorization materials to the VMA prior to the end date of their contract; failure to do so will result in an expired contract, and the vendor will no longer be able to accept WIC.
- Vendors should contact their VMA with questions about the reauthorization process.

Pictorial Foods Guide and Acceptable Foods Card



The Pictorial Foods Guide and Acceptable Foods Card should be used to determine which foods are WIC Allowable

NEW YORK STATE WIC Program December 2016

WIC Acceptable Foods Card

This card is available in 12 languages and www.health.ny.gov/wic

SEEDS Your WIC check lists the fat content you must buy. <ul style="list-style-type: none"> Any brand. WALNUTS Buy the largest container available (pounds, 50 ounces, half gallons, or quarts) or the size listed on the WIC check. EXTRA-THICK CANNED MILK 12-ounce container only. DRY-PACKED MILK 25-ounce container only. LACTOSE-FREE MILK Buy the largest container available or the size on the WIC check. RICHESTER MILK Buy the largest container available or the size on the WIC check. <p>NOT ALLOWED: Flavored, organic, or sweetened condensed milk; buttermilk or milk with added calcium; reduced fat (2%) milk.</p>	Eggs <ul style="list-style-type: none"> Any brand. Medium or Larger Whole or Brown. <p>NOT ALLOWED: Junco and extra-large eggs; high-cholesterol specialty eggs (including organic, reduced cholesterol, cage-free, free-range, Omega-3).</p>
CHEESE <ul style="list-style-type: none"> Any brand. Processed (Provolone, American, Monterey Jack, Muenster, Cheddar, Colby, Swiss, Mozzarella, Pecorino, or blends of any of these cheeses). Part-skim or blocks or slices. Must add up to the number of ounces on check (can be 1/2-ounce packages). RICHESTER CHEESE If printed on your WIC check OR if the store does not carry any other kind of cheese. <p>NOT ALLOWED: Imported cheeses; cheese foods; products or spreads; cracker cuts; shredded, grated, cubed, sliced, or stick cheese; flavored or organic cheese; individually wrapped slices.</p>	Peanut Butter (all-vegetarian) <ul style="list-style-type: none"> Any brand (creamy, chunky, smooth, or stick; natural and reduced fat varieties are allowed). <p>NOT ALLOWED: Peanut spread; healthy spread or whipped peanut butter; peanut butter mixed with jelly, marshmallows, chocolate or honey; organic; peanut butter; peanut butter with added vitamins and minerals, or other added ingredients (Omega-3, DHA & EPA, Iron, etc.).</p>
YOGURT Your WIC check lists the fat content you must buy. <ul style="list-style-type: none"> Exactly 32-ounce container OR any combination of sizes that add up to exactly 32 ounces. Any brand (plain, plain-flavored, organic plain, organic plain-flavored). RICHESTER YOGURT If printed on your WIC check OR if the store does not have any other brand available. <p>NOT ALLOWED: Flavored (such as vanilla, fruit, maple, ingredients, organic, etc.); thickened; greek-style yogurt; frozen yogurt.</p>	Beans, Peas, and Lentils To lower fat intake, choose canned beans, peas, lentils. <ul style="list-style-type: none"> Any Any brand, liquid bag of mature beans, peas, lentils. Canned Any brand, 15-ounce can of mature beans, peas, lentils. <p>NOT ALLOWED: Baked beans, pork and beans, canned beans containing added sugar, fat, meat, or oil; beanitos, green peas, snap beans, pinto beans, and wild beans may not be purchased with a WIC check that says "Beans, Peas, Lentils" (you may use your WIC Vegetables and Fruits check to purchase these types of foods).</p>
SOY BEVERAGE <ul style="list-style-type: none"> After 12/1/2016: Soybean - Original and Vanilla (32-ounce shelf-stable); Soybean - Original and Vanilla (64-ounce refrigerated). PREPARED NATURAL FOODS: Ultra Soy - Original and Vanilla (32-ounce shelf-stable). SOY Soybean - Original (32 or 64-ounce shelf-stable); Soybean - Original (32-ounce refrigerated multi-pack). WHOLEMILK Organic Plus Soybean - Plain (32 or 64-ounce shelf-stable); Plus Soybean - Vanilla (32 or 64-ounce shelf-stable). 	Canned Fish To lower fat intake, choose water-packed fish. <ul style="list-style-type: none"> Light Tuna Any brand (3 and 5-ounce cans). Pink Salmon Any brand (3, 6, and 12-ounce cans). Sardines Any brand (3.75-ounce cans). May be packed in water or oil. May contain bones and skin. <p>NOT ALLOWED: Albacore tuna; shellfish; salmon; wild salmon; flavored; with added ingredients.</p>
TOFU <ul style="list-style-type: none"> ANY BRAND: Tofu - Firm, Extra Firm. ANY BRAND: Tofu - Soft, Medium Firm, Firm, Extra Firm. NATURE'S PROMISE: Organic Tofu - Firm. ANY BRAND: Organic Tofu - Soft, Like Firm, Firm, Extra Firm. SUN SOY: Tofu - Soft, Firm, Extra Firm. ANY BRAND: Organic Tofu - Firm. 	TOFU <ul style="list-style-type: none"> ANY BRAND: Tofu - Firm, Extra Firm. ANY BRAND: Tofu - Soft, Medium Firm, Firm, Extra Firm. NATURE'S PROMISE: Organic Tofu - Firm. ANY BRAND: Organic Tofu - Soft, Like Firm, Firm, Extra Firm. SUN SOY: Tofu - Soft, Firm, Extra Firm. ANY BRAND: Organic Tofu - Firm.

Exclusively breastfeeding women get extra foods that help build the milk supply needed by their growing baby.

Access to PDF 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



Vendor and Participant Resources

- Copies of the Pictorial Foods Guide and/or the Acceptable Foods Card off the New York State Department of Health Website at:
www.health.ny.gov/prevention/nutrition/wic/info_for_vendors.htm
- The card is also available to WIC participants; vendors may see WIC participants using both resources while shopping.

Reminders – Contact Information

- Vendor communications including upcoming WIC Vendor Forum Information will be shared through the Vendor Listserv
- Vendors should notify their VMA of any changes to their email address and contact information immediately

Resources

- WIC Strong: www.wicstrong.com/wic-vendor
 - Vendors should contact their Vendor Management Agency to fix incorrect address information
- Online Cashier Training
www.nyswicvendortraining.com
 - 7,000 hits and counting
 - Spanish version under development

Save the dates!

2017 WIC Vendor Forum Schedule:

DATE:	TIME:
Tuesday July 11, 2017	2:00 PM – 3:30 PM
Tuesday October 17, 2017	11:00 AM – 12:30 PM

Questions and Comments?

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**Thank you for
joining us!**