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Retailer Mail

..... Georgia WIC Updates

First Quarter 2020



Application Period for Retailers

The application submission period for new retailer authorization opens March 1, 2020 to May 31, 2020

Please visit the program website: <https://dph.georgia.gov/vendor-application-and-forms> to review selection criteria and retrieve documents to correctly complete an application. To avoid delays with processing your application, please ensure that all submitted documentation is complete and accurate.

Georgia WIC has two (2) open application periods during each Federal Fiscal Year (FFY):

- **Period 1: Oct. 1 – Dec. 31**
- **Period 2: March 1 – May 31**

*All applications must be postmarked within the designated application period to be processed.



GA eWIC Update



GA WIC has postponed activities surrounding eWIC (EBT). Previous plans called for piloting in early 2020, however, these plans will be pushed back. As more information becomes available, we will share it with the WIC Vendor community.

Compliance Corner

Georgia WIC Vendor Handbook effective December 31, 2019

The following are amendments to the Termination of the Vendor Agreement and Administrative Review and Appeal Procedure requirements for authorized Georgia WIC vendors. The content changes are highlighted in **red**.

TERMINATION OF THE VENDOR AGREEMENT

The specified termination period outlined by Georgia WIC has been added to each reason for termination. Please see pages 58 – 59 of the Vendor Handbook to view the complete Termination of the Vendor Agreement list.

Reasons for termination may include, but are not limited to, the following:

1. Voluntary withdrawal from the WIC program (**termination period of 6 months**).
2. The decision to sell the store (**termination period of 6 months**).
3. Use of the WIC acronym, WIC logo, or close facsimiles thereof, in total or in part, in a manner that violates the provisions of this vendor handbook (**termination period of 12 months**).
4. Accepting food instruments through the mail or mailing any approved formula/medical food directly to the WIC customer (**termination period of 12 months**).



Continued- Compliance Corner

ADMINISTRATIVE REVIEW AND APPEAL PROCEDURES

For the complete outline, please refer to pages 69 – 71, Administrative Review and Appeal Procedures, in the Vendor Handbook .

(2) Full Administrative Review

(b) These procedures shall be followed in cases meriting full administrative review:

(iii) Upon receiving a timely request for review, the Commissioner shall refer the case to the Office of State Administrative Hearings (OSAH) for initial decision. **The referral shall be sent to OSAH within a reasonable period of time not to exceed 30 days after receipt of a timely request for review. If the State agency fails to refer the case to OSAH within a reasonable period of time, the vendor requesting the hearing may petition OSAH directly for an order permitting the vendor to file a request for hearing directly with OSAH.**

(v) **Within 30 days after the close of the record, the ALJ shall issue a decision to all parties in the case, except when it is determined that the complexity of the issues and the length of the record require an extension of this period and an order is issued by the ALJ so providing.**

(vi) **Every decision of the ALJ shall contain findings of fact, conclusions of law, and a disposition of the case. The ALJ's determination shall be based solely on whether the State Agency has correctly applied Federal and State statutes, regulations, policies, and procedures governing the WIC Program, according to the evidence presented at the review.**

(vii) **Every decision of the ALJ shall be a final decision as set forth in O.C.G.A. § 50-13-17b). Any aggrieved party, including the State agency, may seek judicial review of the ALJ's final decision** pursuant to O.C.G.A. § 50-13-19, within the time period prescribed by O.C.G.A. § 50-13-41. If the adverse action under review has not already taken effect, the **ALJ's final** decision shall be effective on the date of receipt by the vendor.

Minimum Inventory Effective December 13, 2019

Each retailer is required to daily stock and maintain the minimum inventory of approved WIC foods as well as a substantial amount of non-WIC foods. This is an imperative measure to guarantee compliance with the WIC Program guidance and policies.

- The inventory must be in the store or the store's stockroom.

Cont'd -Minimum Inventory Effective December 13, 2019

Each retailer is required to daily stock and maintain the minimum inventory of approved WIC foods as well as a substantial amount of non-WIC foods. This is an imperative measure to guarantee compliance with the WIC Program guidance and policies.

- The inventory must be in the store or the store's stockroom.
- WIC minimum inventories must be within the manufacturer's expiration dates during the application process, including the pre-authorization visit, for the following WIC approved food items: milk, eggs, infant formula, and any potentially hazardous foods (meaning foods with time and/or temperature controls for the safety of the product) that are labeled "Keep Refrigerated".
- Expired foods do not count toward minimum inventory and are sufficient grounds for denying the application.
- Note: All observed concerns with sanitation and food safety will be immediately reported to the Georgia Department of Agriculture and may result in an application denial. Click **Minimum Inventory Requirements** for more information.

Failure to stock the required inventory of any WIC food item will result in a CATEGORY I VIOLATION which could lead to disqualification. Click **Sanctions and The Sanction System** for more information.

The summary below reflects the modifications made to the Georgia WIC Program Vendor Handbook, effective December 13, 2019. The minimum inventory changes are in **red**. This information can also be located in the Vendor Handbook under Minimum WIC Food Inventory Requirements on pages 26-33.

*Note: Vendors must be able to order milk and soy contract formulas, whole wheat pasta, brown rice and infant meats or any approved food item when requested by the participant..

TOFU– Nasoya

- Calcium set
- Silken, extra firm, firm
- 14 to 16 oz package
- **Must be ordered upon request.**

BROWN RICE

- Any brand
- 16 oz
- **Must be ordered upon request.**

WHOLE WHEAT MACARONI PRODUCTS

- Any shape
- 16 oz.
- **Must be ordered upon request.**

YOGURT

- Low or non- fat; plain or flavored; any combination of packaging
 - **64 ounces**
- Whole milk; plain or flavored
 - **1 - 32 oz tub**

WHOLE GRAIN TORTILLA

- Whole wheat
 - Kroger, Guerrero, MiCasa, Mission Ortega
 - 16 oz package
- Corn
 - Chi Chi's, Guerrero, Herdez, La Banderita, Mission
 - 16 oz package
- **Must be ordered upon request.**

Cont'd -Minimum Inventory Effective December 13, 2019

Infant Formula

- Enfamil 24
 - 2 fl oz RTF
 - **Must be ordered upon request**
- EnfaGrow Premium Toddler Transitions/
Enfagrow NeuroPro Toddler Transitions
 - 20 oz can powder
 - **Must be ordered upon request**
- EnfaGrow Toddler Transitions Gentlese/
Enfagrow NeuroPro Gentlese Toddler Transitions
 - 20 oz can powder
 - **Must be ordered upon request**

Alert: Breastfeeding Voucher

Participants are issued a tracking voucher when they are exclusively breastfeeding. Note the voucher message clearly states “This Voucher has No Cash Value”. See the voucher image as an example.

DO NOT CASH UNLESS THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND AND A FOIL LOGO.

DISTRICT/CLINIC	WIC ID NO.	C	P	RECIPIENT/ PARTICIPANT	VOUCHER NO.	ISSUED BY
United Community Bank 06111964207/2112382						
GEORGIA WIC PROGRAM PAY TO THE ORDER OF ANY AUTHORIZED GEORGIA WIC VENDOR FOR THESE ITEMS/QUANTITIES ONLY - WIC APPROVED FOODS ONLY - NO SUBSTITUTIONS					NOT NEGOTIABLE WITHOUT WIC VENDOR STAMP HERE	
Nurse your baby often. The more you breastfeed the more milk you will have for your baby.					FIRST DAY TO USE 05/10/2014	
					LAST DAY TO USE 06/09/2014	
This voucher has no cash value. Grocers should not accept this voucher.					VENDOR MUST DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE	
					PAY EXACTLY	
					DOLLARS	CENTS
BUYING, SELLING, OR OTHERWISE MISUSING WIC BENEFITS IS A CRIME. TO REPORT					PARTICIPANT/GUARDIAN/PROXY SIGNATURE rev. 1-2014	

Friendly Reminders for Infant Formula

- All authorized WIC grocery retailers are permitted to redeem vouchers for Special Infant Formula and Medical Foods (Nutritionals).
- Pharmacy retailers are only permitted to redeem vouchers for Non-Contracted Special Infant Formula and Medical Foods (Nutritionals).
- All retailers are required to purchase infant formula directly from a WIC approved supplier or manufacturer included on a list provided by the Georgia WIC Program.



Cont'd-Friendly Reminders for Infant Formula

- The Infant Formula Food Instrument clearly states the required formula that the WIC participant must purchase. Those details include:
 - The Full Quantity
 - Brand
 - Product Name
 - Type and Size
- Substitutions are not allowed.
- An identical exchange is only permitted if the original formula is defective, recalled, spoiled or has exceeded its "sell by" or "best if used by" dates.

Contract Infant Formula	
Enfamil Infant	Mead Johnson Nutrition
Enfamil ProSobee	Mead Johnson Nutrition
Enfamil Gentlease	Mead Johnson Nutrition

Contract Infant Formula Requiring Medical Documentation	
Enfamil 24	Mead Johnson Nutrition
Enfamil A.R.	Mead Johnson Nutrition
EnfaGrow Premium Toddler Transitions	Mead Johnson Nutrition
EnfaGrow Toddler Transitions Gentlease	Mead Johnson Nutrition

Contract Formula Requiring Medical Documentation Images



Training Activity

Steps to Follow When Accepting WIC Food Instruments

Enter the number 1-6 in the appropriate boxes below to correct order to process a WIC transaction. Refer to page 39 of the Vendor Handbook for assistance.

Print in black ink the amount of the WIC purchase in the "Pay Exactly" space on the food instrument in the presence of the WIC customer. Complete this step for one food instrument prior to moving on to the next food instrument.

Obtain a signature from the WIC customer, which must match the signature on the WIC ID card.

Check the participant's WIC ID card/folder. The WIC customer's name must be listed on the ID card/folder. If the WIC customer does not present a WIC ID card, then the food instruments cannot be redeemed.

Check the dates on the food instrument. Food Instruments cannot be used before the "First Day to Use" or after "Last Day to Use" dates.

Ring up the current shelf price of the food for each food instrument. Make sure that the exact types and amounts of approved WIC foods are being purchased.

The cashier must provide the WIC customer with a receipt and keep a copy of the receipt for the vendor's records.

Answers: 4, 5, 1, 2, 3, 6

Training Activity

Minimum Inventory Requirements Activity

Match the WIC Approved Food Item with the appropriate inventory requirement.

Refer to pages 24-33 of the Vendor Handbook for assistance.

1. _____	Whole Milk -Gallon	a. 4- 1 dozen cartons
2. _____	Peanut Butter	b. 12 boxes; 2 types (1 must be Rice)
3. _____	Tuna and Salmon	c. 4 Containers; 2 Brands
4. _____	Enfamil 24	d. 4 Loaves
5. _____	Whole Grain Bread	e. 4 Gallons
6. _____	Yogurt- low,non-fat	f. 5- 1 lb packages; 2 types
7. _____	Yogurt- whole milk	g. 18 Cans combined
8. _____	Eggs- Grade A Large	h. 64 ounces
9. _____	Cheese- 16 oz / 1 lb	i. Must be ordered upon request
10. _____	Infant Cereal -Dry	j. 1- 32 oz tub

1.F 2.C 3.G 4.I 5.D 6.H 7.J 8.A 9.F 10.B

Retailer Stamp

Do's

- Report lost or stolen stamps immediately.
- Return all damaged stamps to Georgia WIC, immediately.
- Refill the removable pad using **only water based black** liquid ink.
- Contact the Vendor Relations Unit at 404-657-4470 for a replacement stamp.

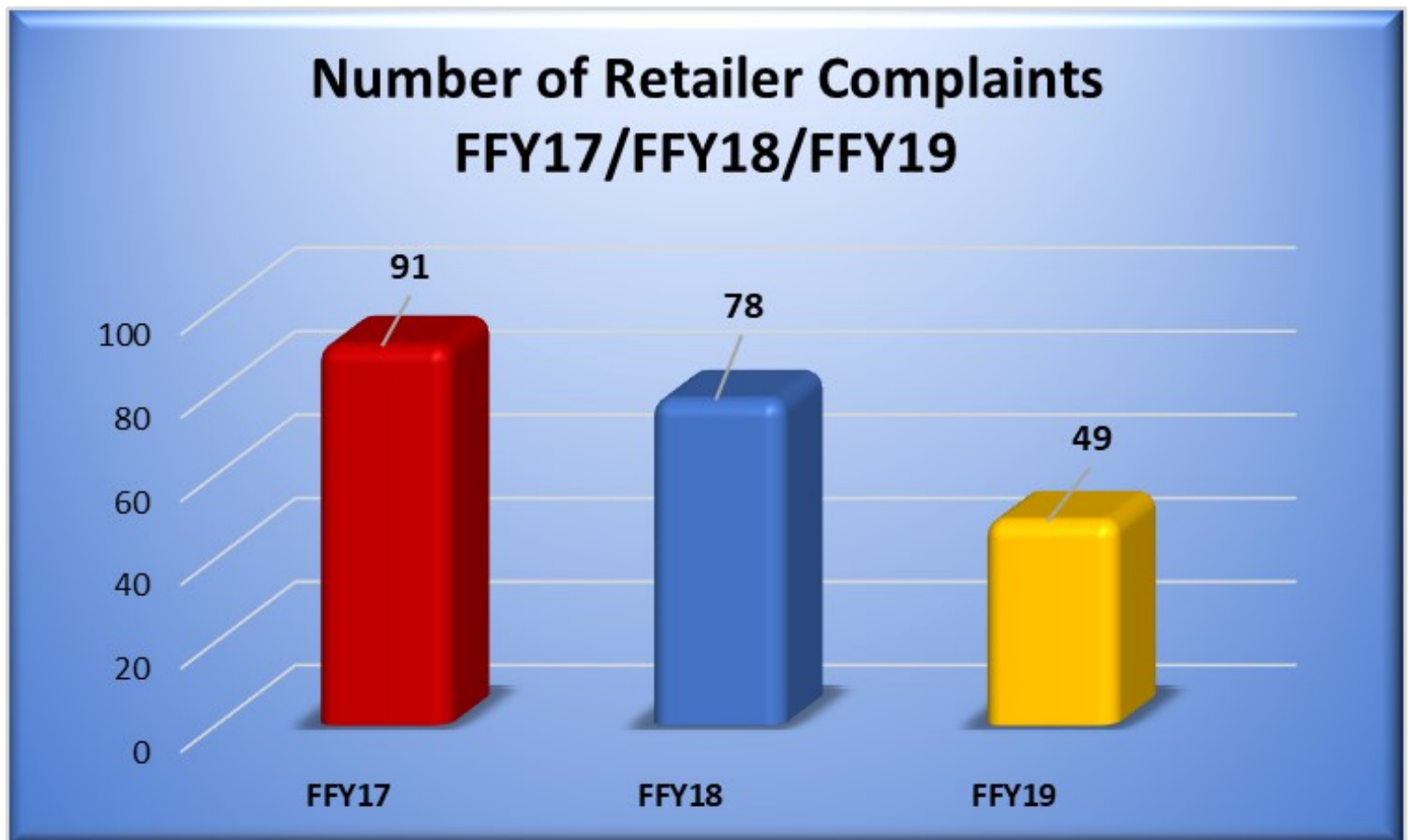
Don'ts

- Do not use any stamp that was not provided by Georgia WIC—if used, you store will not be paid for the voucher and **will be terminated.**
- Do not reproduce the vendor stamp. If the vendor stamp is reproduced , your store **will be terminated.**



Retailer Performance at a Glance

Georgia WIC monitors and assesses authorized retailers for compliance in accordance to the terms outlined in the WIC Program Retailer Agreement. To ensure compliance, Georgia WIC conducts monitoring visits, complaint investigations and inventory audits. When an authorized retailer is found to be in violation of federal regulations of Georgia WIC policies, a sanction consistent with the severity and nature of the violation will be assessed. These sanctions may include termination of agreement, disqualification from the program for a specified period of time and/or a civil monetary penalty. The below data provides comparison snapshots of vendors compliance for the last three (3) federal fiscal years (FFY17, FFY18, & FFY19).



Contact Information

Georgia Department of Public Health

Georgia WIC Program Vendor Relations Unit
2 Peachtree Street, NW
10th Floor
Atlanta, Georgia 30303-3142

Request Georgia WIC materials: contact the Vendor Relations Unit by phone at 404-657-2900 or email: wic-vendor.relations@dph.ga.gov.

The following materials are available:

- Approved Foods Brochures
- Approved Foods Posters
- Window Clings
- WIC Approved Shelf Talkers
- Replacement Retailer Stamp.

Main Number: 404-657-2900

Customer Service Hotline: 1-866-814-5468

Email: dph.georgia.gov/vendor-information

Georgia WIC Program Vendor Relations Team:

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