



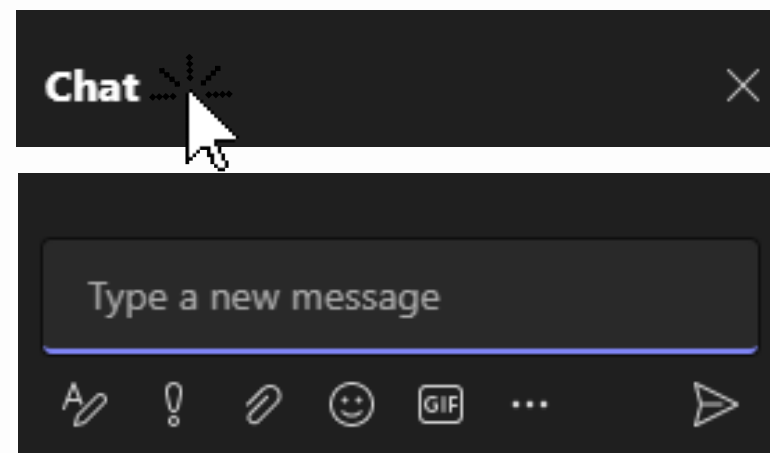
Reauthorization Training for DC WIC Vendors

FY2023

General Housekeeping

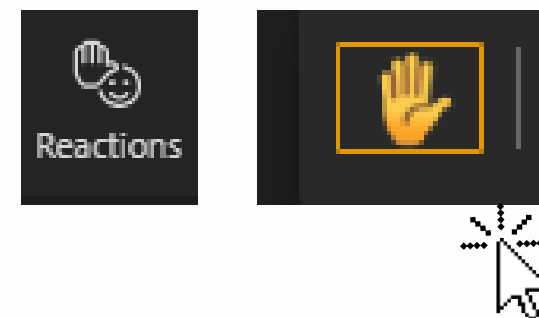
Sign In:

Let us know who is on the call. Please write your name and position in the chat box



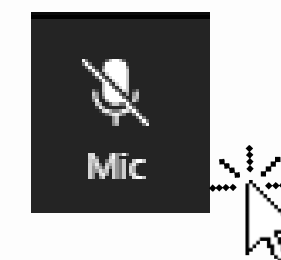
Ask Questions:

Questions will be answered throughout the presentation. Please "raise your hand" or type questions in the chat box



Reduce Interference:

Mute yourself during the presentation.



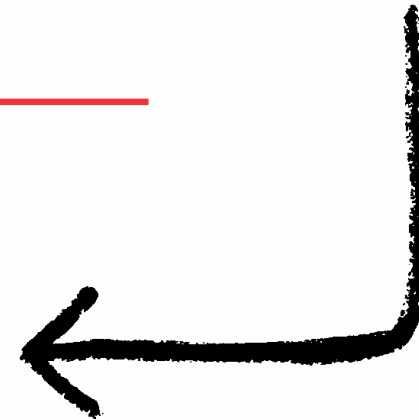
Agenda

Management

1. Meet the Team
2. Vendor's Role
3. Vendor Authorization & Trainings
4. Vendor Policies
5. Pharmacies
6. State Agency Role
7. Monitoring
8. Payment for eWIC Benefits

Store Staff

1. Meet the Team
2. Purpose of WIC
3. WIC Approved Food List
4. Processing WIC Benefits
5. Customer Service, Civil Rights, Complaints
6. Vendor Resources



Management



Our Team



Akua Odi Boateng
WIC State Director



Bernice Brooks
Program Specialist



Maritza Guzman
Public Health Nutritionist



Doris Kuehn
MIS, eWIC Project Coordinator



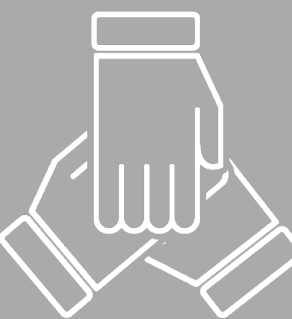
Jessie Lupo
Farmer/ Vendor Manager



Swathi Vinjamuri
Senior Developer



Mayuri Patel
Management Analyst



Vendor's Role





What is a Vendor's Role



To ensure DC WIC customers receive supplemental foods that support their health and wellbeing.

Vendor Activities

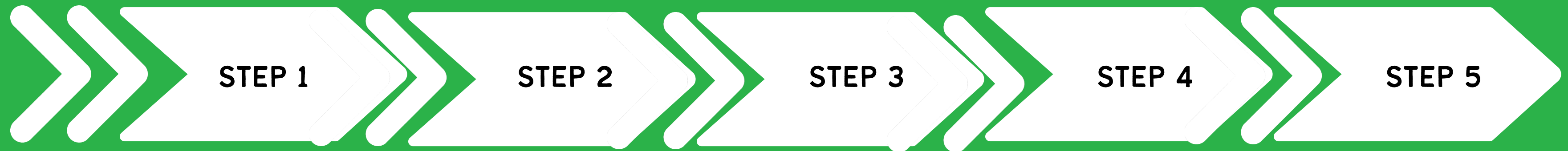
1. Accept eWIC cards from WIC customers
2. Stock sufficient levels of WIC-approved foods to the meet minimum stocking requirements (MSR) established by the State Agency
3. Help WIC customers obtain foods listed on their eWIC benefits
4. Resolve problems encountered during WIC transactions
5. Comply with the DC WIC Vendor Agreement



Vendor Authorization & Trainings



Vendor Authorization Process



Complete and submit an Application Package

DC WIC approves/denies within 60 days

Sign and return the Vendor Agreement

Participate in a Pre-Authorization Training

Participate in a Pre-Authorization visit

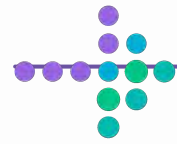
DC WIC signs the Vendor Agreement

Start accepting eWIC benefits

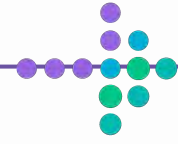
Vendor Peer Groups

	Peer Groups			
	Small	Medium	Large	Pharmacy
Initial Placement Criteria				
Business Model	Independent store, Corner / Convenience store	Independent or Chain store, With or without pharmacy	Independent or Chain store, With or without pharmacy	Stand-Alone Pharmacy
Store Size* (square footage)	<10,000 sq ft	10 – 20,000 sq ft	>20,000 sq ft	N/A
Competitive Price Selection Criteria	See below for information on Competitive Price Criteria.			N/A
Operating Criteria				
Annual WIC Sales	At least \$5,000	At least \$20,000	At least \$100,000	At Least \$1,000
Competitive Price Limitation Criteria	See below for information on Competitive Price Criteria.			N/A
Minimum Stocking Requirements	Those set for Small Vendors.	Those set for Medium and Large Vendors.		N/A
	See Chapter 2 for more information on stocking standards.			
May Sell Standard Formula to WIC Customers ‡	Yes	Yes	Yes	No**

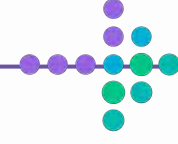
Trainings



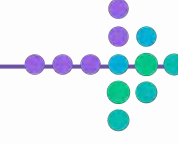
Pre-Authorization
Training



6-Month Training for
New Vendors



Annual Mandatory
Training



Reauthorization
Training

As-Needed Trainings:

- Cashier Training
- Policy Changes
- WIC Customer Complaints
- Corrective Action
- Technical Assistance Requests

DC WIC follows a Train-the-Trainer Model

- Stores are responsible for new-hire training and monitoring staff during regular operations.

Vendor Policies



Missing a Training Session

If it is aThen the State Agency will...
Pre-authorization training Or Mandatory annual training Or Corrective action training	Allow the vendor to attend training on an alternative date
An alternative date for Pre-authorization training	Deny the vendor WIC authorization for failure to meet vendor eligibility criteria
An alternative date for Mandatory annual training	Terminate the vendor for failure to remain in compliance with the Vendor Agreement
An alternative date for Corrective action training	Terminate the vendor for failure to remain in compliance with the Vendor Agreement

Incentive Items

A vendor must not offer, or intend to offer, incentive items solely to WIC Customers.

WIC Vendors Should:

- Accept coupons on WIC allowable items
- Allow store specials on WIC-allowable items
 - Buy one, get one (BOGO)
 - Free ounces added to food item by manufacturer (bonus size items)
 - Transaction discounts
- Provide loyalty card discounts on WIC allowable items, if applicable



Returns and Exchanges

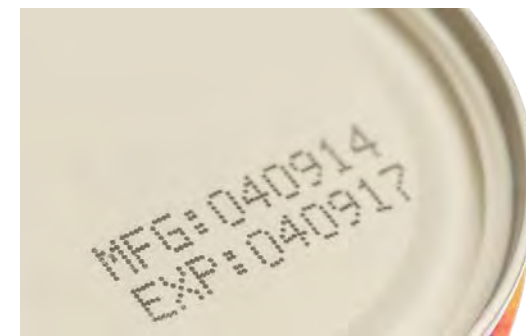
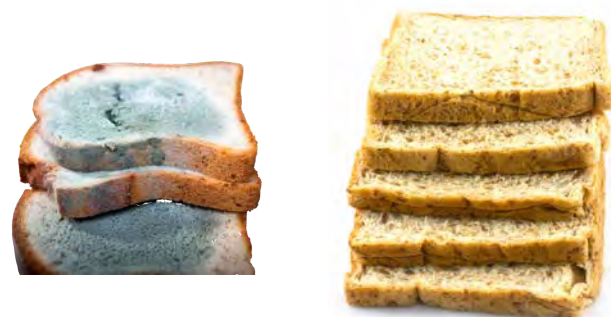


Formula Exchanges:

If a WIC Customer requests a formula different from the brand-listed on their benefits package please refer them to their local WIC clinic. The clinic may be able to add formula to their benefits package over the phone.

Return and Exchanges:

Vendors may not provide refunds or permit exchanges for authorized WIC foods except for exchanges of identical WIC foods when the original WIC food is defective, spoiled, or has exceeded its "sell by" or "best if used by", or other date limiting the sale or use of the food item.



Documentation and Reporting



Documentation (Best Practice):

Keep track of new employee and training attendance on WIC regulations and procedures.

Reporting Changes:

Provide the State Agency at least 60 days advance notice prior to any change in status of individual stores ownership covered under this agreement, such as relocation, renovation, closure, sale of, cessation of operations, or new management.

Shelf Tags

- Shelf tags are now **optional**
- Vendors are encouraged to use shelf tags for food items such as bread and yogurt, which may be harder to find or more confusing for WIC customers



Infant Formula



DC WIC Standard Contract Formulas



- Must stock an adequate inventory of standard infant formula
 - see minimum stocking requirements
- Must be able to obtain standard formulas within **24 hours** of a WIC customer request, if needed

Authorized Formula Suppliers

- WIC vendors may only sell infant formula obtained from State-approved manufactures, wholesalers, distributors, or retailers
- An approved list is available from the State Agency or on the DC WIC website



DC WIC Approved Formula Suppliers

Below are DC WIC approved sources for infant formula inventory. As a DC WIC Authorized vendor, infant formula may only be purchased from these sources. Please contact the DC WIC State Agency office at info.vendor@dc.gov or call (202) 442-9397 for further information.

Primary Manufacturers and Distributors:

Abbott Nutrition

3300 Stelzer Road
Columbus, OH 43219-7677

Website: <https://abbottnutrition.com/>
Phone: (800) 227-5767

Mead Johnson Nutrition

2400 West Lloyd Expressway
Evansville, IN 47721-0001

For Healthcare Professionals
Website: <https://www.meadjohnson.com/pediatrics/us-en/>
Phone: (800) 457-3550

Nestle Nutrition

12 Vreeland Road, Box 697
Florham Park, NJ 07932-0697

Website: www.nestlehealthscience.us
Phone: (800) 422-2752

Nutricia North America

9900 Belward Campus Drive, Ste. 100
Rockville, MD 20850

Website: <http://www.medicalfood.com/>
Website: <http://www.nutricia-na.com/>
Phone: (301) 795-2300 or (800) 365-7354

PBM Nutritionals

652 Peter Jefferson Parkway, Suite 300
Charlottesville, VA 22911

Website: <http://brightbeginningssoy.com>
Phone: (800) 410-9629

Other Wholesalers and Distributors:

Vendor	Address:	Phone:
B-Green Cash & Carry	1300 S. Monroe Street Baltimore, MD 21230	410-539-6134
Cardinal Health	1120 Commerce Blvd Swedesboro, NJ 08085	301-341-4308
DC Cash & Carry	2916 V Street NE #2910 Washington, DC 20018	202-741-9566
McKesson Drug	4027 Martinsburg Pike Winchester, VA 22624	1-855-358-1900
Super Valu	8258 Richfood Road Mechanicsville, VA 23116	1-800-256-2800

This institution is an equal opportunity provider.

Pharmacies



Special Formulas & Nutritionals for Pharmacies



- Must be able to order all formulas on the DC WIC Approved Formula Listing
- DC WIC Authorized pharmacies are required to obtain special formulas for WIC customers within **48 hours** of the WIC customer placing an order
- May not sell the following standard contract infant formulas to WIC customers

Approved Formulary & Nutritional's List

Available at dcwic.org/wic-foods



Approved Formulas and WIC-Eligible Nutritionals District of Columbia WIC Program

DC WIC Standard Contract Formulas

Abbott Nutrition

Similac Advance Stage 1 OptiGrow (I)
12.4-oz powder can, 13.0-oz concentrate can, 32-oz RTU Bottle

Similac Sensitive (I)
12.5-oz powder can, 32-oz RTU bottle

Similac Soy Isomil (I)
12.4-oz powder can, 13-oz concentrate can, 32-oz RTU Bottle

Special Formulas and Nutritionals

Abbott Nutrition

Calcilo XD 13.2-oz powder can (I)

Cyclinex-1 14.1-oz powder can (I, C)

Cyclinex-2 14.1-oz powder can (W, C)

EleCare for Infants 14.1-oz powder can (I)

EleCare Jr. 14.1-oz powder can (C)

- Unflavored * Chocolate
- Banana * Vanilla

Ensure High Protein 8-oz RTU bottle (W)

- Milk Chocolate
- Vanilla

Ensure Original 8-oz RTU bottle (W) (see flavors below)

Ensure Plus 8-oz RTU bottle (W)

- Milk Chocolate * Rich Dark Chocolate
- Vanilla * Strawberry
- Butter Pecan

Glutarex-1 14.1-oz powder can (I, C)

Glutarex-2 14.1-oz powder can (W, C)

Hominex 1 14.1-oz powder can (I, C)

Hominex 2 14.1-oz powder can (W, C)

I-Valex 1 14.1-oz powder can (I, C)

I-Valex 2 14.1-oz powder can (W, C)

Ketonex 1 14.1-oz powder can (I, C)

Ketonex 2 14.1-oz powder can (W, C)

Nepro with Carb Steady 8-oz RTU carton (W)

- Homemade Vanilla * Mixed Berry
- Butter Pecan

Osmolite 1 CAL 8-oz RTU Carton (W)

Pediasure Grow & Gain 8-oz RTU bottle (C)

- Vanilla * Banana
- Chocolate * Berry
- Strawberry * S'mores

Pediasure Grow & Gain w/ Fiber 8-oz RTU bottle (C)

- Vanilla * Strawberry

Pediasure 1.5 8-oz RTU Can (C)

Pediasure 1.5 w/ Fiber 8-oz RTU Can (C)

Pediasure Enteral Formula 8-oz RTU Can (C)

Pediasure Peptide 1.0 8-oz RTU bottle (C)

- Strawberry * Unflavored
- Vanilla

Pediasure Peptide 1.5 8-oz RTU bottle (C)

Phenex-1 14.1-oz powder can (I, C)

Phenex-2 14.1-oz powder can (W, C)

- Unflavored * Vanilla

Pro-Phree 14.1-oz powder can (I, C)

Propimex 1 14.1-oz powder can (I, C)

Propimex 2 14.1-oz powder can (W, C)

Similac Alimentum (I)

12.1-oz powder can, 32-oz RTU bottle

Similac NeoSure (I)

13.1-oz powder can, 32-oz RTU bottle, 2-oz RTU Nursette

Similac PM 60/40 14.1-oz powder can (I)

Similac for Spit Up 12.5-oz powder can (I)

Similac Total Comfort 12.6-oz powder can (I)

Suplena 8-oz bottle RTU (W)

Tyrex-1 14.1-oz powder can (I, C)

Tyrex-2 14.1-oz powder can (W, C)

Mead Johnson Nutrition

Enfamil NeuroPro Enfacare (I)

13.6-oz powder can; 2-oz RTU Nursettes

Nutramigen (I, C)

13-oz concentrate can, 32-oz RTU bottle, 2-oz RTU Nursettes

Nutramigen w/ Enflora LGG PROBIOTICS (I)

12.6-oz powder can

Nutramigen w/ Enflora LGG Toddler PROBIOTICS (C)

12.6-oz powder can

Phenyl Free-1 16-oz powder can (I, C)

Phenyl Free-2 16-oz powder can (W, C)

Phenyl Free-2 HP 16-oz powder can (W, C)

Portagen 14.46-oz powder can (W, C)

Pregestimil 16-oz powder can (I)

Top 10 Special Formulas

# of WIC Customers	Formula Description
968	6 PACK PEDIASURE 8-OZ RTU CONTAINERS
884	ENFAMIL NEUROPRO ENFACARE 13.6-OZ POWDERED CAN(S)
441	SIMILAC NEOSURE 13.1-OZ POWDERED CONTAINER(S)
438	SIMILAC EXPERT CARE ALIMENTUM 12.1OZ POWDER
263	NUTRAMIGEN ENFLORA LGG 12.6-OZ POWDERED CAN(S)
84	SIMILAC ALIMENTUM 1-QUART RTU CONTAINER(S)
77	ELECARE FOR INFANT 14.1-OZ CONTAINER(S) POWDERED
65	NUTRAMIGEN 13-OZ CONCENTRATE CAN(S)
58	6PCK(S) ENFAMIL(NEUROPRO) ENFACARE 22CAL 20Z RTU BTL
51	SIMILAC NEOSURE 1-QUART RTU CONTAINER(S)

Special formulas



HOW TO ORDER SPECIAL FORMULA

WIC Special formulas must be purchased at approved pharmacies.

Most DC WIC-approved pharmacies are inside chain grocery stores (Giant, Safeway, Harris Teeter & Walmart).

Steps on how to order special formula:

1. Call or visit an approved pharmacy to order the formula listed on your food benefits at least two (2) days before benefits expire - the pharmacy has 48 hours to get the formula.
2. Call the pharmacy to make sure your order is ready for pick up; the pharmacy has 48 hours to get the formula.
3. If the pharmacy does not have the formula within 48 hours, call the WIC State Agency at 202-442-9397.

Pharmacies that Deliver straight to your home for free:

New Hampshire Medical Supply

Phone: 202-726-3100

Phone hours:

Monday – Friday | 9:00 a.m. – 6:00 p.m.

Saturday | 9:00am- 3:00pm

Home Delivery days: Monday – Saturday

Tricare Medical Health

Phone: 301-333-0564

Phone hours:

Monday, Wednesday, Thursday

Home Delivery days:

Monday, Wednesday, Thursday

Provide the following information:

- Your full name
- Your address and phone
- Formula order
- Your eWIC card number

State Agency Role



State Agency Role



Program Material

- Application and Agreement
- DC WIC Approved Posters
- Shelf Tags (Optional)
- Vendor Manual & Formula Guide

Technical Assistance

- eWIC Issues
- Customer Service Issues
- Guidance with program policies

Monitoring

- Annual monitoring visits (>5% of vendors)
- Annual compliance investigations (> 5% of vendors)

Monitoring



Monitoring

Routine Monitoring Visits

- No less than 5% of approved vendors on an annual basis
- Evaluate store conditions, shelf prices, compliance with minimum stocking requirements, WIC transactions, quality of approved items, store manager interview

Educational Visits

- To monitor performance and train vendors, as needed

Technical Assistance Visits

- Upon request, to provide assistance/ review problem areas and suggest solutions

Compliance Investigations Visits

- No less than 5% of approved vendors on an annual basis
- Covert, on-site investigation to review store conditions, minimum stocking requirements and WIC benefits acceptance procedures

Formula Inventory Audits

- Used to identify potential discrepancies between vendors' purchasing records compared to WIC transactions processed at the vendors' location

Violations and Sanctions

State Agency established Program violations are grouped into two (2) categories:

I. Minor Abuses
Abuses During WIC transactions, the vendor: <ul style="list-style-type: none">a. Fails to offer participants the same courtesies offered to other customersb. Requires identification to redeem eWIC cardsc. Fails to allow participants to use coupons or other promotional specialsd. Requires a participant to purchase a store brand WIC food iteme. Compels participant to buy quantities of food less than what is listed on their WIC benefitsf. Does not allow participant to purchase approved food items listed on their WIC benefitsg. Fails to provide a receipt for each eWIC benefit purchase During Program operations, the vendor: <ul style="list-style-type: none">h. Fails to have information for WIC customers on WIC approved foodsi. Fails to display current price of an authorized WIC item on the item, shelf, or nearby signj. Uses WIC shelf markers to identify non-WIC food items as WIC food items, or having non-WIC food items identified as point-of-sale WIC food items in the store's systemk. Fails to maintain dairy cases at or below 45F, freezer cases at or below 0F, or meat storage at or below 41F (Fails to keep WIC foods at safe temperatures)l. Uses the WIC logo or the acronym "WIC" without written approval from the State Agencym. Displays storefront signage that does not match the owner's name or "doing business as" name on the Vendor's applicationn. Fails to display WIC decal or sign in a place conspicuous to the publico. Fails to keep WIC reference materials on hand in the manager's office or at cash registersp. Approaches, solicits, or leaves advertisements or other promotional items for WIC applicants or participants at the State Agency or Local Agency service sites
Sanctions <ul style="list-style-type: none">• 1st pattern: \$500 administrative fine• 2nd pattern: \$1000 administrative fine• 3rd pattern: Termination of the vendor agreement Note – Failure to make scheduled payments on monetary sanctions will result in termination from the Program. These fines will remain on the vendor's record and must be settled before future authorization in the Program.
Corrective Action <ul style="list-style-type: none">• Pay the administrative fine; or termination of the agreement, and/or complete the waiting period; or pay a Civil Money Penalty (CMP) in lieu of disqualification. (See Section 5.11 for more details on CMPs)• Complete a CAP detailing how the violation will be resolved within two (2) weeks of communication from State Agency (see Corrective Action Plans). Note – Failure to follow through with the CAP will result in termination from the Program.

● Violations are found during monitoring activities and subject to sanctions

● State Program violations are grouped into two categories- minor abuses and major abuses

● There are program violations for both the state and federal level

●  **Disqualification**

If a vendor is disqualified from the SNAP program, the State Agency must disqualify the vendor from WIC for the same amount of time

Claims Process

Violations are found during monitoring activities and subject to sanctions

Offence	Observations	Action
First Observation	2	Sanction- Fee
Second Pattern	4	Sanction- Fee Doubled
Third Pattern	6	Probation/ Disqualification

Federally Established Violations

3- Year Disqualification:

- One incident of the sale of alcoholic beverages or tobacco products in exchange for CVBs or WIC benefits

6- Year Disqualification:

- One incidence of buying or selling CVBs or WIC benefits for cash
- One incidence of selling firearms, ammunition, explosives or controlled substances in exchange for CVBs or WIC benefits

Note – Failure to make scheduled payments of monetary sanctions will result in termination from the Program. These fines will remain on the vendor’s record and must be settled before future authorization in the Program.

Corrective Action:

- Pay the administrative fine; or terminate the vendor agreement, and/or complete the waiting period; or pay a Civil Money Penalty (CMP) in lieu of disqualification.
- Submit a CAP within two (2) weeks of receiving written notification from the State Agency.

Note – Failure to follow through with the CAP will result in termination from the program.

5.09 Federally Established Violations and Mandatory Sanctions

I. Mandatory Sanctions

Description

The following violations require mandatory sanctions as established by the Code of Federal Regulations (CFR), per the Food and Nutrition Services (FNS) branch of the United States Department of Agriculture (USDA), which governs the WIC Program. Violations are grouped by applicable sanction.

1. Abuses which warrant a 1-year disqualification:

- a. A pattern of providing unauthorized food items in exchange for WIC benefits, including charging for supplemental foods provided in excess of those listed on WIC food benefits
- b. A pattern of providing prohibited incentive items to customers
 - See policy 5.013 - Incentive Items

2. Abuses which warrant a 3-year disqualification:

- a. One incidence of the sale of alcoholic beverages or tobacco products in exchange for WIC benefits
- b. A pattern of claiming reimbursement for the sale of a specific item which exceeds the store’s documented inventory of that item during that specific period of time
- c. A pattern of vendor overcharges
- d. A pattern of receiving, transacting, and/or redeeming WIC benefits outside of the authorized channels, including the use of unauthorized vendor and/or an unauthorized person
- e. A pattern of charging for supplemental foods not received by participants
- f. A pattern of providing credit (rain checks) or non-food items other than alcoholic beverages, cash, firearms, ammunition, explosives, or controlled substances in exchange for WIC benefits

3. Abuses which warrant a 6-year disqualification:

- a. One incidence of buying or selling WIC benefits for cash
- b. One incidence of selling firearms, ammunition, explosives, or controlled substances in exchange for WIC benefits

Right to a Fair Hearing

All authorized vendors may appeal a State Agency decision or action which adversely affects their participation in the WIC Program

Forward your fair hearing request to:

Office of Administrative Hearing

One Judiciary Square
441 Fourth St NW Suite 540
Washington, DC 20001
(202) 442-9094

Send a copy of your fair hearing request:

DC Health- WIC State Agency

Attn: WIC Director
899 North Capitol St NE, 3rd Floor
Washington, DC 20002
Or
Email to: info.vendor@dc.gov



Payment for eWIC benefits



Payment for eWIC Benefits



Problems with
payment: Email @
info.vendor@dc.gov

	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Transactions Processed Between	7:00 PM – 6:59 PM EST		PAID			
		7:00 PM – 6:59 PM EST		PAID		
			7:00 PM – 6:59 PM EST		PAID	
				7:00 PM – 6:59 PM EST		PAID

	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY
Transactions Processed Between	7:00 PM – 6:59 PM EST				PAID

NOTE: If any day falls on a banking holiday, payment will be made on the next business banking day.

Pricing



Peer Group Id	Adjustment	UPC	Cat	Sub Cat	Food Item description	Marl value	Item Price	Vendor Name
2	\$0.04	887422000005	03	001	BROWN EGGS 1 DOZ, HAPPY	\$6.25	\$6.29	Courtney's Corner
2	\$0.45	041303026557	03	001	WHITE EGGS 1 DOZ, ESSENT	\$3.54	\$3.99	Mayuri's Market
4	\$0.70	889497275258	53	002	100% JUICE 48 OZ, JUICY	\$4.29	\$4.99	Bernice's Grocery
4	\$0.16	688267064937	52	002	FAT FREE MILK, 1 GAL, NA	\$7.33	\$7.49	Jessie's Supermarket



THANK YOU!




Store Staff

2022

Agenda

Store Staff

1. Meet the Team
2. Purpose of WIC
3. DC WIC Approved Food List
4. Processing WIC Benefits
5. Customer Service, Civil Rights, Complaints
6. Vendor Resources



AGENDA

Our Team



Akua Odi Boateng
WIC State Director



Bernice Brooks
Program Specialist



Maritza Guzman
Public Health Nutritionist



Doris Kuehn
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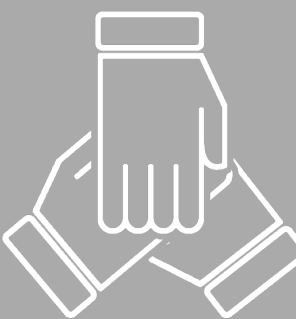
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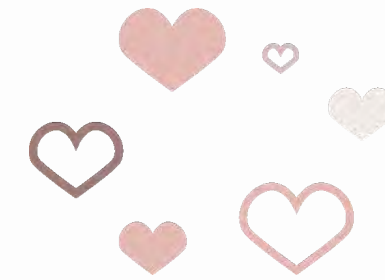


Purpose of WIC



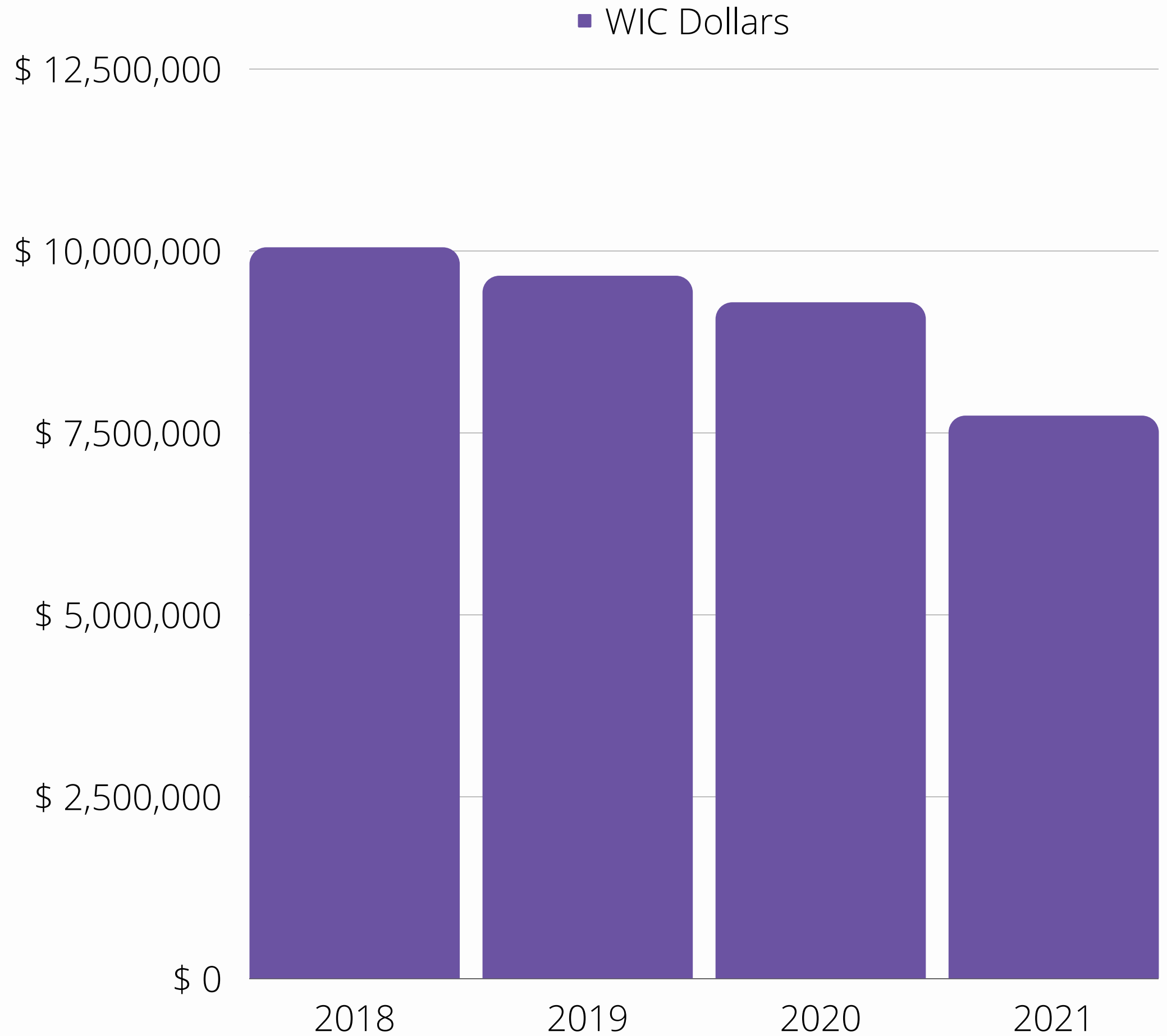


What is WIC^{DC}



- WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children
- Funded by the United States Department of Agriculture (USDA)
- Provides nutrition education, breastfeeding support, healthy supplemental foods, and healthcare referrals to pregnant and postpartum women, infants, and children up to five years of age

WIC Supports the Local Economy



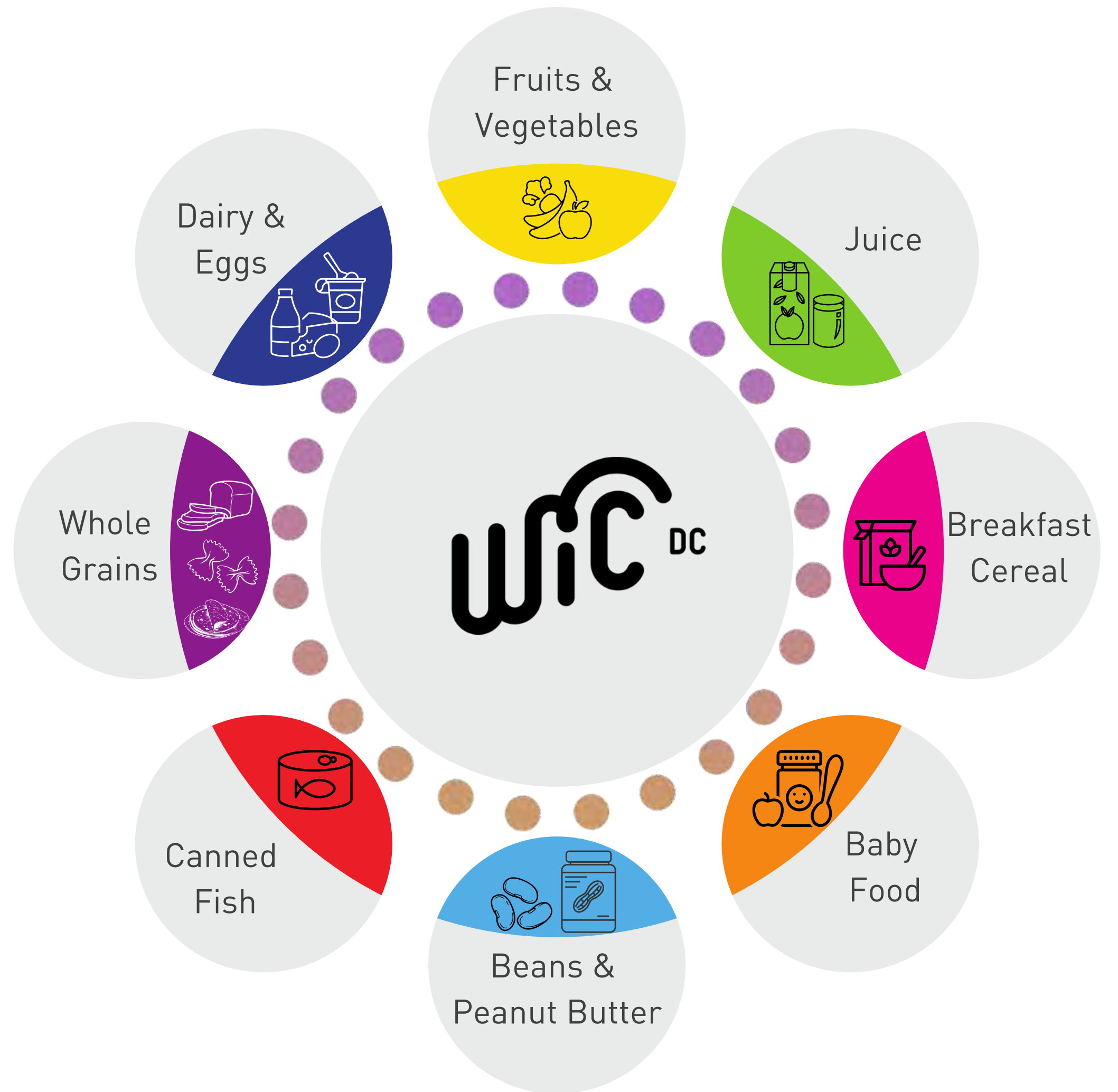
DC WIC Approved Food List



WIC Approved Foods

Can be found on:

1. DC WIC Approved Food List Booklet
2. EzWIC App
3. dcwic.org



DC WIC Approved Food List Booklet



EzWIC App



EzWIC
Make WIC shopping easy!

To download the free app, go to the App Store or Google Play and search for EzWIC.

Available on the  Google play and the  App Store.

Updated April 2022

ADD YOUR eWIC CARD

1. Select **DC WIC**
2. Click on Menu Drop Down
3. Go to Manage Cards
4. Click + Add Card

2. Enter a name for your card, the card number, and the primary cardholder's date of birth. Click Submit when done.



Add Card

Enter the eWIC card number and primary authorized representative birth date. As an option, you may enter a nickname for your eWIC card.

Submit

3. **Edit a Card**
Choose the edit icon next to the card you want to edit.
- Delete a Card**
Choose the delete icon next to the card you want to delete.

CHECK YOUR eWIC CARD BALANCE



eWIC Card Balance

Mom - 8900
July 18, 2022 - August 18, 2022

FRUITS & VEGETABLES	11.00 \$\$\$
LOW AND NONFAT YOGURT	32.00 OZ
SKIM/1% COWS MILK GALLON	4.00 GAL
SKIM/1% COWS MILK HGL	1.00 HGL
BOTTLED JUICE 64 OUNCE	2.00 BTL



On the home screen, select the eWIC Card Balance icon.



EzWIC

- eWIC Card Balance
- WIC Food Search
- Food List
- Clinic Search

The menu icon will allow you to access the Manage Cards, About, and Contact Us screens.



WIC FOOD SEARCH ITEM

- Use the app to scan food item's barcodes to see if it is WIC approved or not.
- You can also enter the barcode number by clicking "Enter Manually."



NOTE: For fresh fruits and vegetables, you will need to click "Enter Manually" and type the PLU (number) found on the food item's sticker or tag.



"Items Approved" in green means the food item is WIC-approved." Check your benefit balance to make sure you have benefits to get the item this month.



"Item Approved" in yellow means that the food item is WIC-approved but is not a food item on your Family Balance Summary. Example: eggs are WIC-approved for children but not infants.



"Not Approved" in red means the food item is not approved and cannot be purchased with your eWIC card.

App Features



Check your available balance and dates to use



Scan food items in the store to see if they are WIC-approved



View the WIC-approved Food List



Find a WIC Clinic near you

DCWIC.ORG

The screenshot displays the DCWIC.ORG website interface. At the top, a green navigation bar contains links for WIC STORES, WIC CLINICS, FOOD LIST, FIND FORMULA, ALERTS, and EZ WIC APP. To the right of these links are social media icons for Instagram and Facebook, a search bar with the placeholder text 'I want to find...' and a 'Search' button, and an 'Accessibility Menu' button. Below the navigation bar is the DCWIC logo, which reads 'wric DC WOMEN, INFANTS, & CHILDREN'. A secondary navigation bar includes links for HOME, WIC BASICS, WIC FAMILIES, LOCAL AGENCIES, VENDORS, PROVIDERS, CONTACT, and a language selector for English | Español. The main banner features a background image of fresh produce in baskets, with the text 'WIC FOODS & FORMULAS' and the subtext 'Find everything you need to know about DC WIC approved foods.' Below the banner, the section 'THE DC WIC APPROVED FOOD LISTS' is introduced. This section contains two primary boxes: 'WIC FOODS' and 'DC WIC Approved Food List'. The 'WIC FOODS' box includes two bullet points: one stating that WIC food packages contain healthy foods but not all needed for a healthy diet, and another stating that packages are based on the user's status (pregnant, breastfeeding, infant, or child). The 'DC WIC Approved Food List' box contains two buttons: 'DC WIC FOOD LIST (ENG)' and 'DC WIC FOOD LIST (SPAN)'. To the right of the content boxes are three decorative starburst graphics in yellow, red, and blue. A green 'back to top' arrow is located in the bottom right corner of the page.

WIC STORES | WIC CLINICS | FOOD LIST | FIND FORMULA | ALERTS | EZ WIC APP | Instagram | Facebook | I want to find... Search | Accessibility Menu

wric DC WOMEN, INFANTS, & CHILDREN

HOME | WIC BASICS | WIC FAMILIES | LOCAL AGENCIES | VENDORS | PROVIDERS | CONTACT | English | Español

WIC FOODS & FORMULAS

Find everything you need to know about DC WIC approved foods.

THE DC WIC APPROVED FOOD LISTS

WIC FOODS

- WIC food packages contain healthy foods but not all foods needed for a healthy diet - eat WIC foods together with other healthy foods. Packages for Women, Infants, and Children add important nutrients to the diet.
- Based on your status (pregnant, breastfeeding, non-breastfeeding, infant, or child), WIC food packages offer:
 - Breakfast cereal (hot or cold)

DC WIC Approved Food List

- DC WIC FOOD LIST (ENG)
- DC WIC FOOD LIST (SPAN)

Decorative starburst graphics: yellow, red, blue.

Back to top arrow.

Approved Food List at Grocery stores and Pharmacies

- Each store has a WIC Approved Product List (APL)
- Contains WIC approved UPC and PLU
- The file is downloaded daily if the APL is part of the stores Point-of-Sale System. Smaller stores may need to create a manual system of identifying WIC foods
- The vendor cannot sell, override, or substitute an item that is not on the APL
- If a product does not ring up, it is either
 - 1- not WIC eligible
 - 2- not on the store's APL



Approved Food List

If there's a product you would like to submit for the DC WIC APL please email info.vendor@dc.gov with the following information:

The DC WIC Approved Food List now includes >10,000 Universal Product Codes (UPCs) as part of the WIC Approved Product List (APL).

1 Picture of the product label which includes brand name and package size

2 UPC code of the product

3 Picture of the Nutrition Facts label

4 Picture of the full ingredient list



1 FRONT LABEL OF PRODUCT



2 UPC CODE



3 NUTRITION LABEL



4 INGREDIENTS LIST



Minimum Stocking Requirements



All DC WIC vendors must:

- Be in compliance with Minimum Stocking Requirements (MSRs) for all WIC approved foods
- Maintain MSRs at all times

Vendor Manual Form 4b

Minimum Stocking Requirements Checklist
Small Vendor Peer Group

This list provides minimum stocking levels for WIC approved foods that DC WIC small vendors must have on the shelf at all times. Vendors are encouraged to stock more than what is detailed here, if possible, to provide WIC customers with additional options. **See section 600 of the Vendor Manual for more details, including important information on product specifications and approved brands.**

Food Item	Brand /Type	Sizes	Minimum Stock	Check
Cow's Milk May also stock 2% milk, kefir, Goat's milk, & buttermilk for WIC customers	Any brand – whole milk	Gallons, ½ gallons, quarts	1 variety, 2 gallons total	
	Any brand - 1% / skim		1 variety, 4 gallons total	
Lactose/Lactaid Free Milk	Any brand – whole milk	Gallons, ½ gallons, quarts	1 variety, 2 gallons total	
	Any brand – 1% / skim		1 variety, 4 gallons total	
Soy Milk	Approved brands	½ gallons	1 variety, 4 x ½ gallons	
Cheese	Any brand – blocks, cubes, shredded or sliced	8-oz or 16-oz	2 varieties, 4lb total	
Yogurt – may be flavored &/or Greek, see Vendor Manual for more details	Approved brands; Low-fat or Non-fat	16-oz or 32-oz	2 varieties, 128-oz total 1 variety must be multipack	
	Approved brands; Whole milk yogurt	16-oz or 32-oz	1 variety, 64-oz total	
Juice – Shelf Stable	Approved brands	48-oz	1 variety, 3 containers	
		64-oz	1 variety, 2 containers	
Juice – Frozen	Approved brands	12-oz	1 variety, 3 containers	
Cereal	Approved brands	8-oz to 36-oz	3 varieties cold; 1 variety hot At least 72-oz total	
Brown Rice / Barley	Any brand	16-oz	1 variety, 4 packages	
100% Whole Wheat Bread	Approved brands	16-oz	1 variety, 4 loaves	
Whole Wheat Pasta	Approved brands	16-oz	1 variety, 4 packages	
Whole Wheat Tortillas	Approved brands	16-oz	1 variety, 4 packages	
Peanut Butter	Any brand	16-oz to 18-oz	2 varieties, 6 jars total	
Dried Beans + Peas	Any brand	16-oz	2 varieties, 2 packages	
Canned Beans	Any brand	15-oz to 16-oz	2 varieties, 10 cans	
Eggs	Any brand	12-ct (1 dozen)	1 variety, 3 packages	
Canned Fish • Pouches also allowed	Any brand; Chunk light tuna	2.5, 3, 5, 6, & 12-oz / 14.75-oz (salmon)	2 varieties, 30-oz total	
	Any brand; Pink Salmon			
	Any brand; Sardines			
	Any brand; Mackerel			
Fresh Fruits/Vegetables	Any brand	Any	2 varieties of each; 8-lb total	
Frozen Fruits/Vegetables	Any brand	Any	2 varieties of each; 8-lb total	
Canned Fruits/Vegetables	Any brand	Any	2 varieties of each; 14 cans	

Small

Vendor Manual Form 4a

Minimum Stocking Requirements
Medium and Large Peer Groups

This list provides minimum stocking levels for WIC-approved foods that DC WIC medium and large vendors must have on the shelf. Vendors are encouraged to stock more than what is detailed here, if possible, to provide WIC customers with additional options. **See section 600 of the Vendor Manual for more details, including important information on product specifications and approved brands.**

Food Item	Brand / Type	Size	Minimum Stock	Check
Cow's Milk May also stock 2% milk, kefir, Goat's milk, & buttermilk for WIC customers	Any brand; whole milk	Gallons, ½ gallons, Quarts	4 gallons total At least 1 quart	
	Any brand; reduced-fat (1%) or non-fat (skim)		8 gallons total At least 1 quart	
Lactose/Lactaid-Free Milk May also stock 2% for WIC customers	Any brand; whole milk	½ Gallons	2 gallons total	
	Any brand; reduced-fat (1%) or non-fat (skim)		4 gallons total	
Soy Milk	Approved brands	½ gallons Quarts	7 ½ gallons and 7 Quarts 2 varieties	
Evaporated Milk	Any brand	12-oz	1 variety; 8 cans	
Powdered or UHT Milk	Any brand	3-qt or 5-qt; &/or 8.45-oz cartons	1 variety; 4 containers	
Cheese	Any brand – blocks, cubes, shredded, or sliced	8-oz or 16-oz	2 varieties; 8-lb total	
Tofu	Approved brands	8-oz to 16-oz	1 variety; 5 packages	
Yogurt – may be flavored &/or Greek, see Vendor Manual for more details	Approved brands. Low-fat or Non-fat	16-oz or 32-oz	3 varieties; 192-oz total (1 must be multipack)	
	Approved brands; whole milk	16-oz or 32-oz	1 variety; 96-oz total	
Juice – Shelf Stable	Approved brands	48-oz	2 varieties; 10 containers	
		64-oz	2 varieties; 10 containers	
Juice – Frozen	Approved brands	11.5-oz or 12-oz	2 varieties; 10 containers	
		16-oz	1 variety; 5 containers	
Cereal	Approved brands	8-oz to 36-oz	4 varieties cold; 1 variety hot 25 packages total	
Brown Rice / Barley	Any brand	16-oz	1 variety; 8 packages	
Whole Oats	Approved brands	16-oz	1 variety; 4 packages	
100% Whole Wheat Bread	Approved brands	16-oz	2 varieties; 8 loaves	
Whole Wheat Pasta	Approved brands	16-oz	2 varieties; 8 packages	
Whole Wheat Tortillas	Approved brands	16-oz	2 varieties; 8 packages	
Peanut Butter	Any brand	16-oz to 18-oz	2 varieties; 12 jars	
Dried Beans + Peas	Any brand	16-oz	3 varieties, 10 packages	
Canned Beans	Any brand	15-oz to 16-oz	2 varieties, 10 cans	
Eggs	Any brand	12-ct (1-dozen)	2 varieties; 12 packages	
Canned Fish • Pouches also allowed	Any brand; chunk-light tuna	2.5, 3, 5, 6, & 12-oz / 14.75-oz (salmon)	3 varieties, at least 60-oz	
	Any brand; pink salmon			
	Any brand; sardines			
	Any brand; mackerel			

Medium/
Large

Minimum Stocking Requirements

	Small Vendors	Medium and Large Vendors
Fresh Produce	8 lb each fruits and vegetables	16 lb each fruits and vegetables
Canned Fish	30 oz total	60 oz total
Eggs	6 dozen	12 dozen
Cereal	72 oz total	25 packages total
Milk	6 gallons total	12 gallons total
Peanut Butter	6 jars total	12 jars total
Whole Wheat Bread	4 loaves	8 loaves
Formula	Similac Advance Powder: 15 cans Similac Soy Isomil Powder: 10 cans Similac Sensitive Powder: 10 cans	Similac Advance Powder: 18 cans Similac Soy Isomil Powder: 12 cans Similac Sensitive Powder: 18 cans



<https://www.dcwic.org/vendor-materials>



WIC Customer Feedback

Products difficult to find for WIC customers

16 ounce bread



Oatmeal



Soy milk



48 ounce juice



Barley



Newer Foods added in 2021 to the WIC Program



New Approved Foods (2021)

WELCOME, ORGANICS!

LOOK FOR THESE 'ORGANIC STORE BRANDS'

Safeway



Signature brands

Walmart



Giant



Harris Teeter



These food items are in addition to currently approved food items

Yogurt



2, 4, 16-oz container | Organic store brands and additional approved brands | Multipacks | Flavored and Greek yogurt

Eggs



XL, jumbo egg size | Brown eggs | Organic store brands | Cage free and free range

Fish



2.5, 3, 12-oz Tuna | 3, 6, 7.5-oz Salmon
All fish may have added spices and flavorings | Pouches allowed

Beans



Dry & Canned Beans, Peas, Lentils:
Refried beans, no added sugar or fat | Full sodium allowed | Organics allowed
Peanut Butter:
Organic store brands

Dairy and Milk Alternatives



Milk:

Organic store brands

Soy Milk:

Approved brand of vanilla

Cheese:

24, 32-oz | Individually wrapped slices | String cheese | Organic store brands

Infant Foods



Infant Cereal:

Any brand | Organics allowed

Infant Fruit/Vegetable:

Pouches allowed | Fruit & vegetable flavor combinations | Any brand | Multipacks up to 128-oz total | Organics allowed

Infant Meat:

Any brand | Organics allowed

Vegetables



Canned:

Full Sodium

Whole Grains



Brown Rice & Barley:

32-oz bag or box | All organics allowed

Whole Wheat, Bread, Buns, Rolls:

Additional approved brands

100% Whole Wheat Pasta:

Additional approved brands

Breakfast Cereals:

Additional approved brands

Tortillas:

Additional approved brands

For more information on the new approved brands of cereal, bread, tortilla, soymilk, juice and yogurt items, visit www.dcwic.org or the [WIC Shopper App](#).



This institution is an equal opportunity provider.

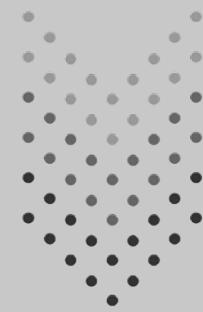
Processing WIC Benefits



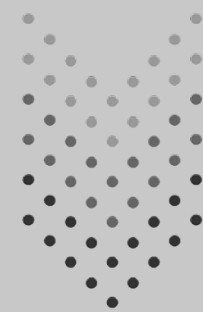
Overview of the Food Delivery System



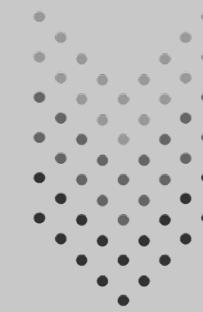
The WIC Program operates a uniform, non-vendor specific retail purchase food delivery system:



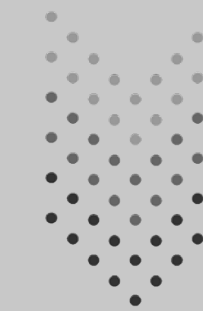
WIC Local Agency staff issue food benefits to WIC customers on their eWIC card



WIC customer use their eWIC card to redeem their food benefits at any authorized DC WIC vendor

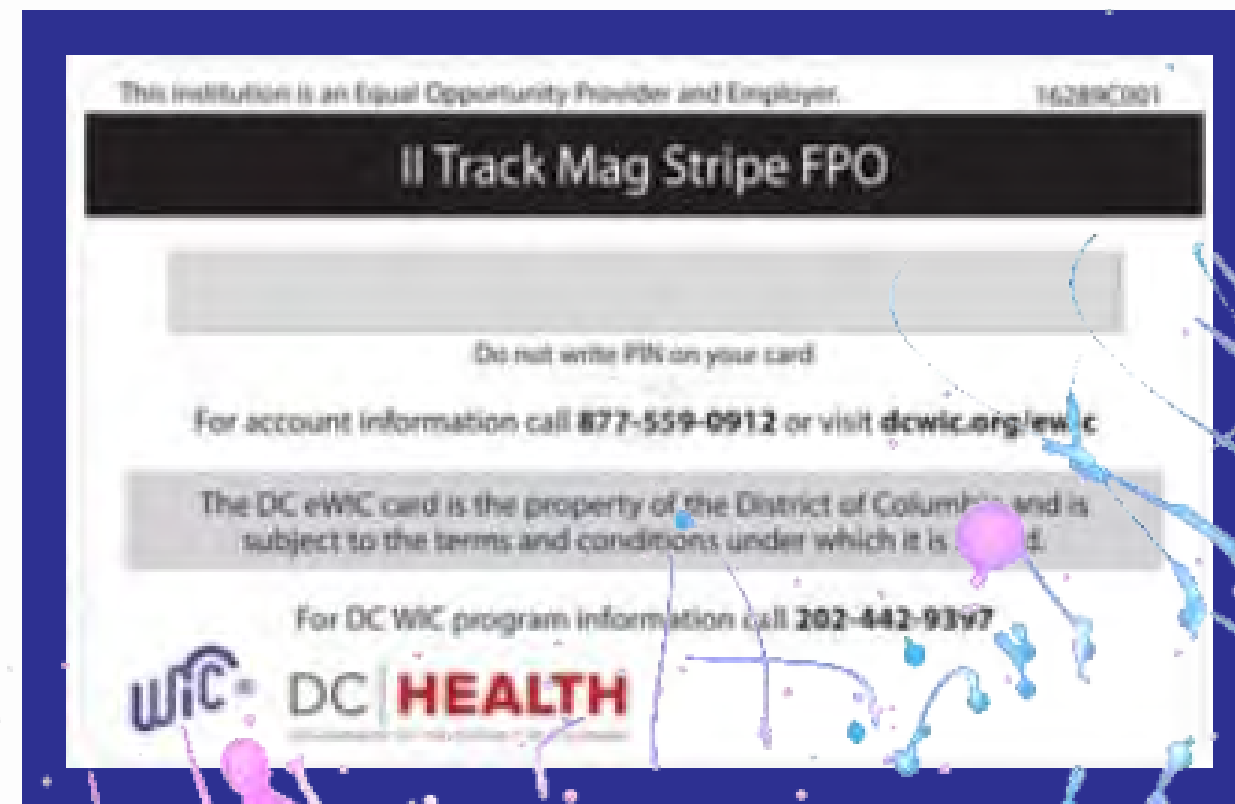


Vendors provide the WIC foods, and the transaction is submitted to and processed by Custom Data Processing (CDP), the WIC Host Processor



The vendor is paid in accordance with the timeframe established in section 4.07 of this policy

eWIC Card



eWIC Processors



Full-service or Self-Check out Lanes

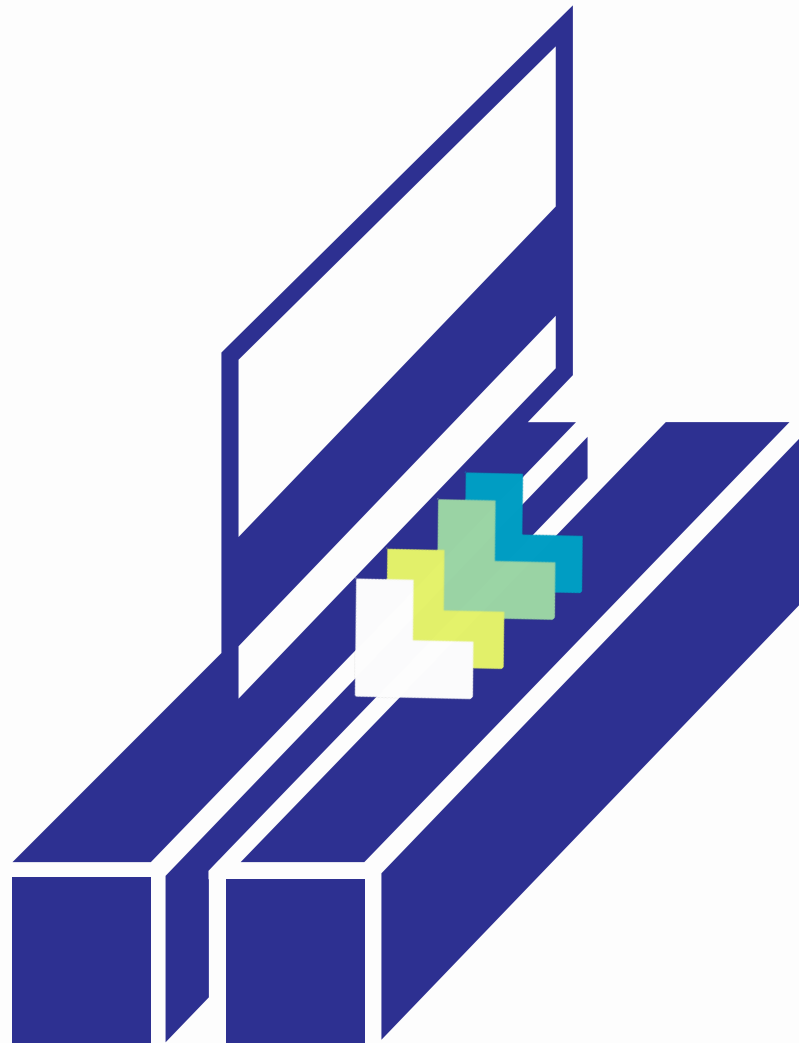


Stand-Beside POS- training comes from FIS



Integrated POS- training comes from Cooperate

Education to WIC Customers



USING YOUR eWIC CARD



CHECK YOUR ACCOUNT BALANCE

Check your balance before shopping. You can check your last shopping receipt, view balance on the EzWIC App, online at www.ebtEDGE.com, or call Customer Service at **1-877-559-0912**.

SHOP FOR YOUR WIC FOODS

- You do not have to buy all your foods at one time.
- You can use self-checkout with your eWIC card, where available.

AT CHECKOUT

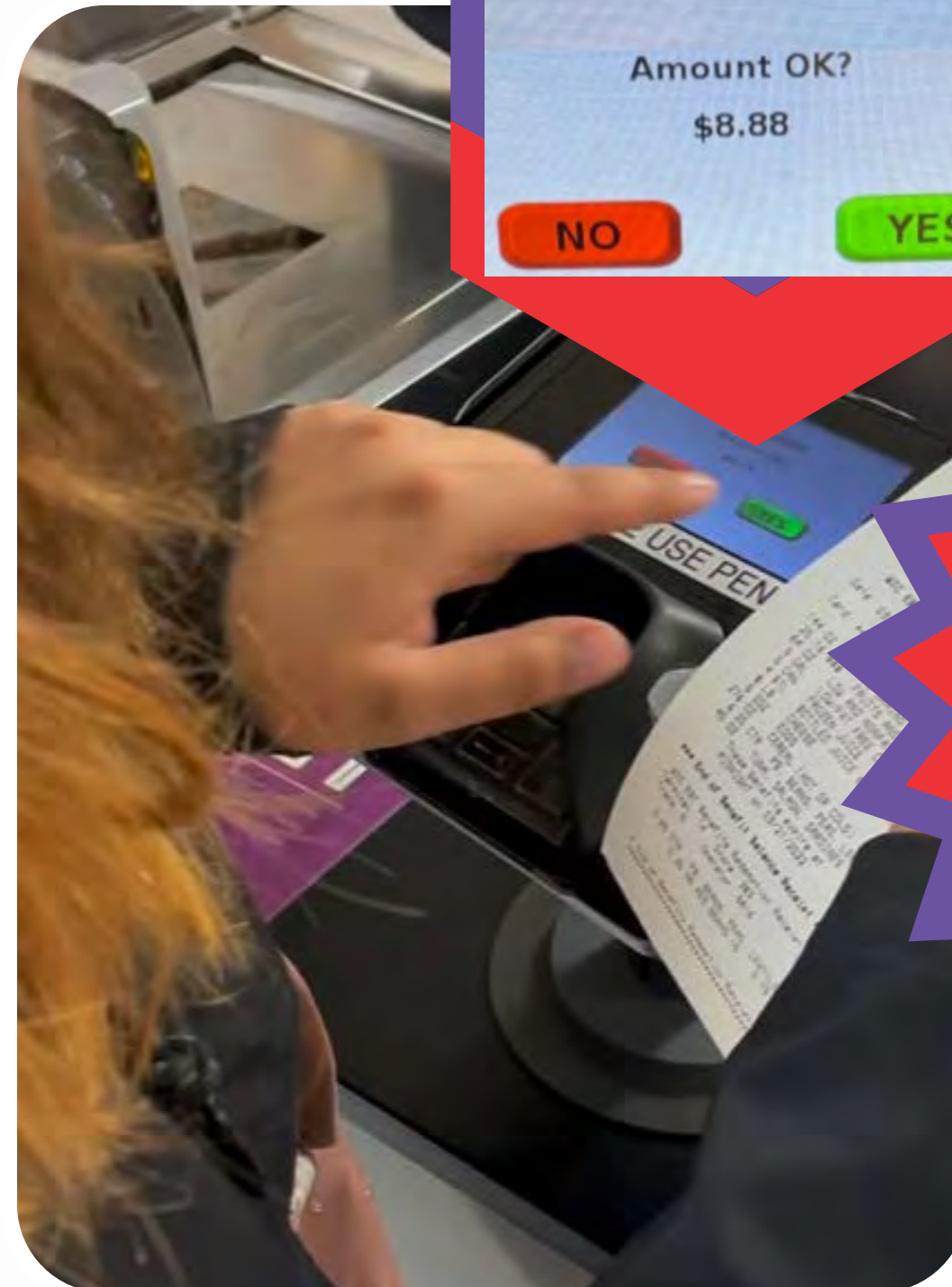
- Have your eWIC card ready.
- Tell the cashier you are using your eWIC card.
- Slide your eWIC card through the card reader or hand your eWIC card to the cashier.
- Enter your PIN and press the Enter button on the keypad.
- You will receive a mid-transaction receipt before items are removed from your eWIC balance. This receipt will help ensure that you are purchasing the foods you planned to with your eWIC card. You will not have to pay the amount stated.
- The amount of approved food items and dollar value of the approved fruits and vegetables will be deducted from your WIC account.
- The cashier will give you a receipt that shows your remaining balance and the date your benefits expire.
- If you plan to purchase with your SNAP and eWIC cards, use your eWIC card first and then your SNAP card.

Processing eWIC card Midtransaction

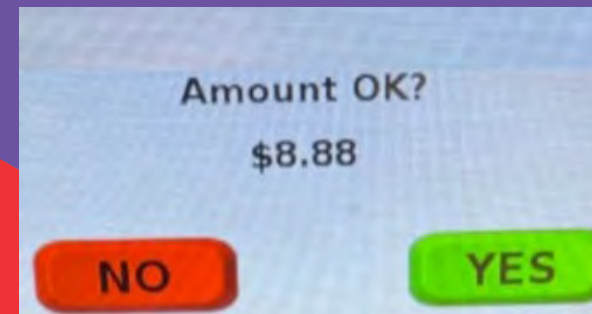
During the WIC transaction a mid-transaction receipt will print before items are removed from the WIC customer eWIC balance.

This receipt helps the WIC customer view the items they are planning to purchase with their eWIC Card.

The WIC customer will not have to pay out of pocket for the amount stated.



Question on screen:
Amount Ok?



WIC Customer
should Click

YES

Reading the Receipt



Below are examples of what you may see listed at the bottom of your receipt. Not all participants receive all items listed.

- Bottle (BTL)**
Shelf-stable 100% juice
- Can (CAN)**
Frozen 100% juice | Infant formula
- Container (CTR)**
Canned beans, peas, lentils (1 can = 0.25 CTR) |
Dry beans, peas, lentils | Peanut butter
- Dozen (DOZ)**
Eggs
- Gallon (GAL)**
Whole milk | Reduced-fat milk
- Half Gallon (HGL)**
Whole milk | Lactose-free milk | Buttermilk
Reduced-fat milk | Soy milk | Goat's milk
- Quint (QT)**
Yogurt | Powdered milk | Infant fruit and veggies |
Cereal | Fish | Infant meat | Whole grains |
Evaporated milk | Infant cereal
- Pound (LB)**
Cheese | Tofu
- Quart (QT)**
Whole milk | Kefir | Powdered milk | Reduced-fat milk
Buttermilk | UHT milk | Soy milk | Goat's milk
- SSS**
Fruits and vegetables

Based on your benefits package

A GROCERY
123 Main Street
Washington, DC 20002

DATE & TIME 03/16/2022 03:34 PM
SEQUENCE NUMBER 029
CARD *****034
AUTH CODE 031189

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
1.00	DOZ	Eggs	
		1.00 @ \$2.49	2.49
1.00	GAL	Skim/1%Cows Milk Gallon	
		1.00 @ \$3.49	3.49
TOTAL ITEMS SOLD = 2			
PURCHASE SUBTOTAL			5.98
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			5.98
BALANCE DUE - \$0.00			
BENEFIT EXPIRES ON 03-25-2022			
QTY	UNITS	DESCRIPTION	
0.00	LB	Cheese	
0.00	DOZ	Eggs	
7.50	OZ	Cereal (Hot or Cold)	
3.00	CTR	PB, Beans, Peas, Lentils	
8.00	OZ	Infant Cereal	
24.00	OZ	Infant Fruits & Veggies	
16.00	OZ	Whole Grains	
3.00	GAL	Skim/1 %Cows Milk Gallon	
2.00	BTL	Bottle Juice 64 Ounce	
16.00	SSS	Fruits & Vegetables	

CARDHOLDER COPY
****PLEASE SAVE THIS RECEIPT****

Keep your receipt to know the balance and the dates your benefits expire.

Date Benefits Expire

Remaining Balance

The Vendor shall:

- Provide a balance inquiry
- Allow split tender transactions
- Allow mixed basket transactions
- Allow transactions outside of WIC benefits
- Manually enter the card number ONLY when the magnetic stripe cannot be read and the card and WIC customer are present
- Add eWIC lane signage if not all registers accept eWIC
- Contact the WIC Complaint Hotline if there is suspicion of fraudulent activity with the eWIC card
- Follow the return instructions on the back of the card if an eWIC card is found in their store
- Ensure WIC customers leave with all WIC items



The Vendor shall not:

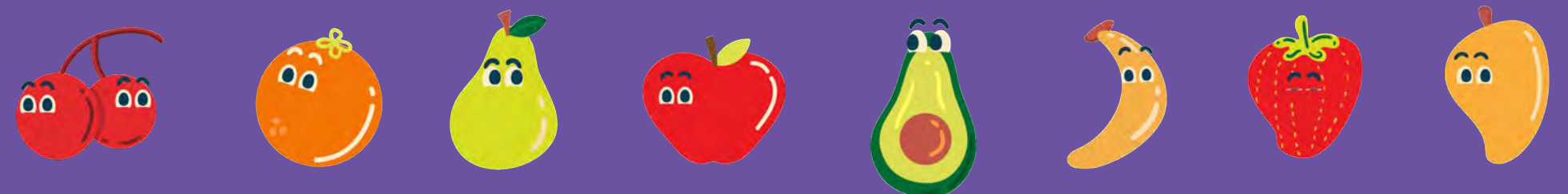
- Require purchases in order to obtain a balance inquiry
- Require any type of identification (i.e. driver's license, state ID, passport, etc.)
- Request written documentation of PIN information
- Keep an eWIC card
- Keep documentation of eWIC cards and pin numbers
- Override or allow any substitutions by scanning a barcode from another authorized product or by scanning a barcode from a pre-printed sheet
- Restrict or require any lane to WIC customers only

WIC & Senior Farmers' Market Nutrition Program Checks

- June 1st- November 30th
- Only accepted by approved farmers not grocery stores

WIC FARMERS' MARKET NUTRITION PROGRAM NOT REDEEMABLE IN GROCERY STORES Good for the purchase of fresh, locally grown fruits, vegetables and herbs from an authorized farmer. PAY TO THE ORDER OF ANY FMNP VENDOR ONLY: Five Dollars NO CHANGE GIVEN For more information and market locations scan the QR code or call 202-299-3775 		 UNITED Community Bank. 64-1968 611	FIRST DATE OF USE June 1, 2022
STAMP AUTHORIZED FARMER NUMBER HERE		LAST DATE OF USE November 30, 2022	
X _____ <small>SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY</small>		AMOUNT OF SALE 5.00	

SENIOR FARMERS' MARKET NUTRITION PROGRAM NOT REDEEMABLE IN GROCERY STORES Good for the purchase of fresh, locally grown fruits, vegetables, herbs and honey from an authorized farmer. PAY TO THE ORDER OF ANY FMNP VENDOR ONLY: Five Dollars NO CHANGE GIVEN For more information and market locations scan the QR code or call 202-299-3775 		 UNITED Community Bank. 64-1968 611	FIRST DATE OF USE June 1, 2022
STAMP AUTHORIZED FARMER NUMBER HERE		LAST DATE OF USE November 30, 2022	
X _____ <small>SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY</small>		AMOUNT OF SALE 5.00	



Customer Service, Civil Rights & Complaints



Customer Service

Remember to use the 3 P's:

1

Professionalism:

- Refers to the attitude you take towards your customers

2

Patience:

- Means remembering that every customer is different

3

People-First Attitude:

- Builds off of professionalism and patience



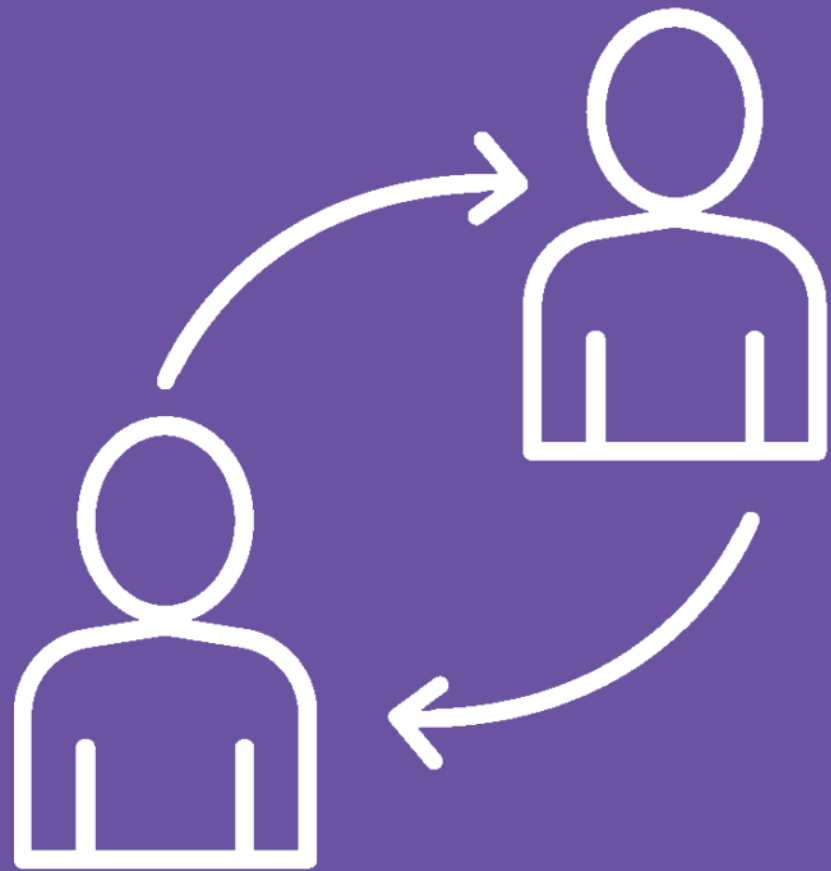
Reporting a Complaint, Abuse, or Fraud

- If you experience an issue or concern with a WIC customer, please do not hesitate to let us know about it.
- Anyone (WIC customers, cashiers, store managers, etc.) may file a complaint to report fraud and abuse in the WIC Program.
- Submit a complaint online at www.dcwic.org/file-a-complaint
- Call the DC WIC State Agency:
 - **Phone: (202)442-9397**
 - **Email: info.wic@dc.gov**



Complaints from WIC customers

- Referred to the WIC State Agency
- SA representative reaches out to the vendor compliance point-of-contact
- Vendor compliance investigates complaint
- SA provides education and corrective action plan
- Vendor may be flagged for on-site monitoring



Civil Rights



All USDA Programs have a no tolerance policy to discrimination

What is discrimination?

Discrimination is defined as: different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of action.

Protected classes are:

1. Race

2. Color

3. National Origin

4. Age

5. Sex

6. Disability

7. Religion

8. Gender Identity

9. Sexual orientation

10. Marital Status

11. Family/Parental Status

12. Income derived from a Public Assistance Program

13. Political Beliefs

14. Reprisal or Retaliation for Prior Civil Rights Activity

Civil Rights Statement

To ensure that all affiliated staff fully understand the significance of this requirement, here is the full statement. Note that this information can be found on the USDA website.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/ parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filling deadlines vary by program or incident.

This is in an equal opportunity provider.



Civil Rights Statement

For all other FNS nutrition assistance programs, state or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:

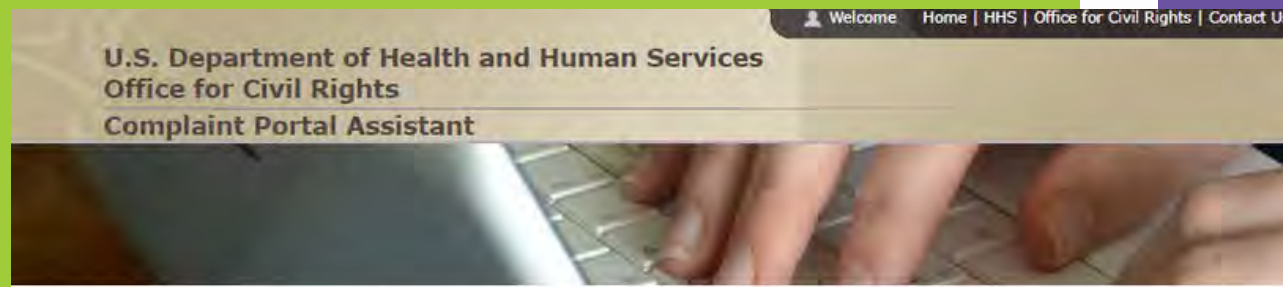
In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

This institution is an equal opportunity provider.



Reporting a Civil Rights Complaint to USDA



Complaint Portal Assistant

The U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR), enforces federal civil rights laws, conscience and religious freedom laws, the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, and Breach Notification Rules, and the Patient Safety Act and Rule, which together protect your fundamental rights of nondiscrimination, conscience, religious freedom, and health information privacy at covered entities.

1. **Federal Civil Rights Laws** help to protect you from unfair treatment or discrimination because of your race, color, national origin, disability, age, or sex.
2. **Federal Conscience and Religious Freedom Laws** help to protect you from coercion, discrimination on the basis of conscience or religion, and burdens on the free exercise of religion.

If you believe that a [covered entity](#) discriminated against you or violated your (or someone else's) civil rights, conscience rights, or religious freedom rights, you may file a complaint with OCR. You may file a complaint for yourself, your organization, or for someone else.

The following are some examples of potential covered entities (including institutions and personnel) that must abide by federal civil rights, conscience, and religious freedom laws:

- State and local government agencies that are responsible for administering health care
- State and local government income assistance and human service agencies
- Hospitals
- Medicaid and Medicare providers
- Physicians and other health care professionals in private practice with patients assisted by Medicaid
- Family health centers
- Community mental health centers
- Alcohol and drug treatment centers
- Nursing homes
- Foster care homes
- Public and private adoption and foster care agencies
- Day care centers
- Senior citizen centers
- Nutrition programs
- Any entity established under the Affordable Care Act
- Health insurance plans or companies
- HMOs
- Pharmacies
- Homeless shelters
- Health researchers.

3. **The HIPAA Privacy Rule** is a federal law that gives you rights over your health information and sets rules and limits on who can look at and receive your health information. The Privacy Rule applies to all forms of individuals' protected health information, whether electronic, written, or oral. The **HIPAA Security Rule** is a federal law that requires security for health information in electronic form. In addition, the **Patient Safety Act and Rule** establishes a voluntary reporting system to enhance the data available to assess and resolve patient safety and health care quality issues, and provides confidentiality protections for patient safety concerns.

Mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Telephone:

(866) 632-9992

Fax:

(833) 256-1665 or (202) 690-7442

Email:

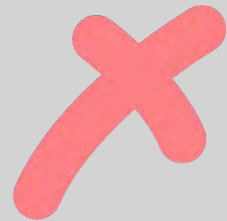
Program.Intake@usda.gov

Online Complaint Portal Assistant

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>



Common WIC complaints



Cashier will not try to ring up purchases because they believe an item isn't WIC-approved

Cashier won't allow DC WIC customer to purchase certain products because it is not allowed on the Maryland WIC Program

During WIC transaction, the WIC customer voids the transaction because of a question that pops up which states Amount OK?

Shelf tags in the stores say WIC approved but WIC customers are not able to purchase the products with their eWIC card.



DC WIC has added >10,000 products to the Approved List. Cashiers should always scan food items to see if it's WIC approved before rejecting. WIC customers should pay with eWIC Card 1st, then pay for what is not approved with another form of payment. WIC approved products can be found on the EZ WIC App.

States have different approved food products. Scan the item to see if it's DC WIC-approved before preventing the WIC customer from purchasing it.

The WIC customer will not have to pay out of pocket for the amount stated. WIC customer should click "Yes" to complete the transaction.

Each WIC customer will have different benefits as part of the package. Although an item may say WIC approved on the shelf they may not be able to purchase if it is not part of their family benefits.

Vendor Resources



**DC WIC Approved
Food List**

**DC WIC Approved
Formulas and
Nutritionals List**

Pharmacies
only

**DC WIC Minimum
Stocking
Requirements**

**Store Poster &
Optional Shelf Tags**

**Infant Formula
Suppleirs**

**DC WIC Vendor
Manual**

9
Chapters

WIC Signage

Window Decal



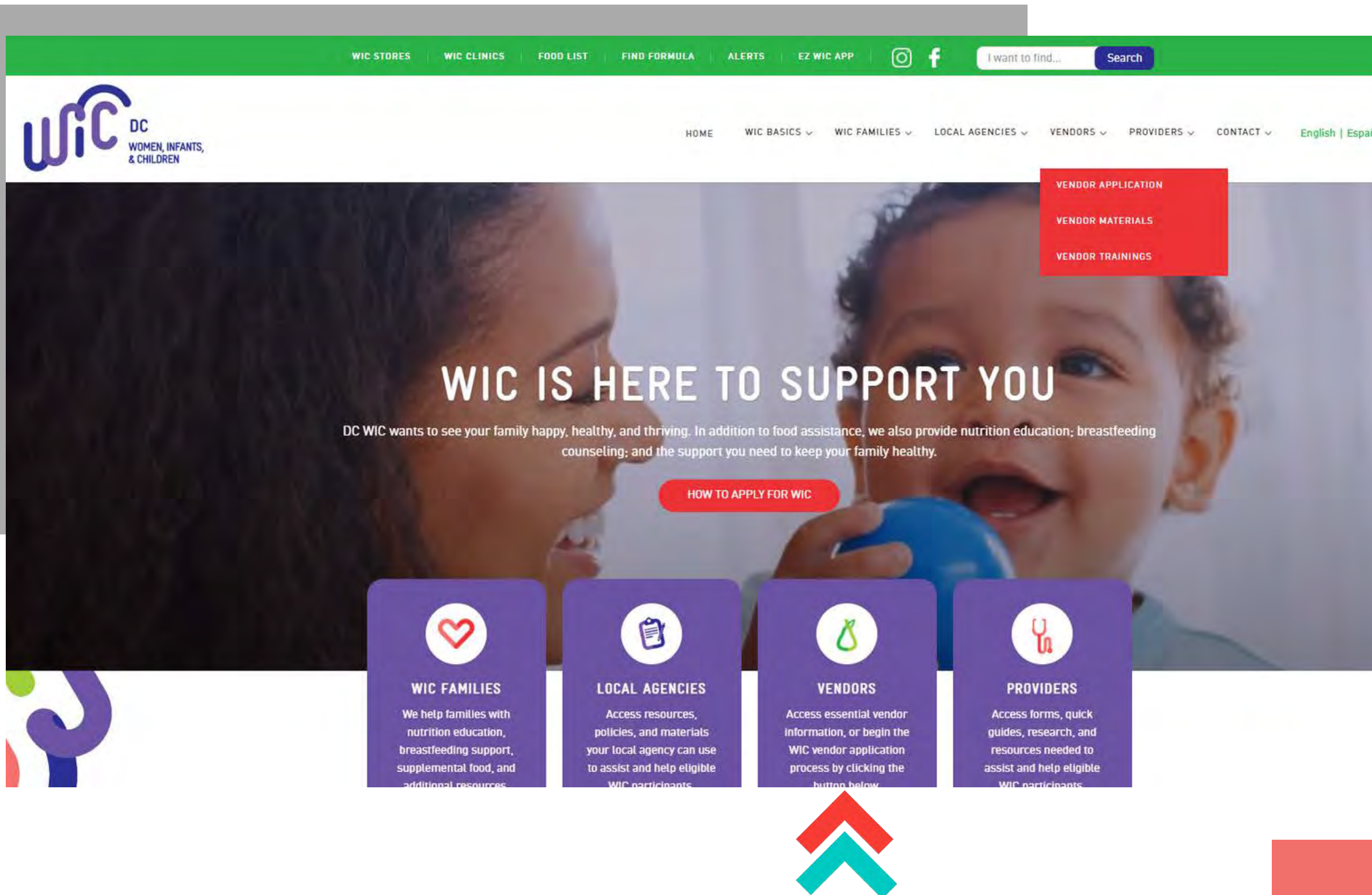
Shelf Tags



Lane Sign



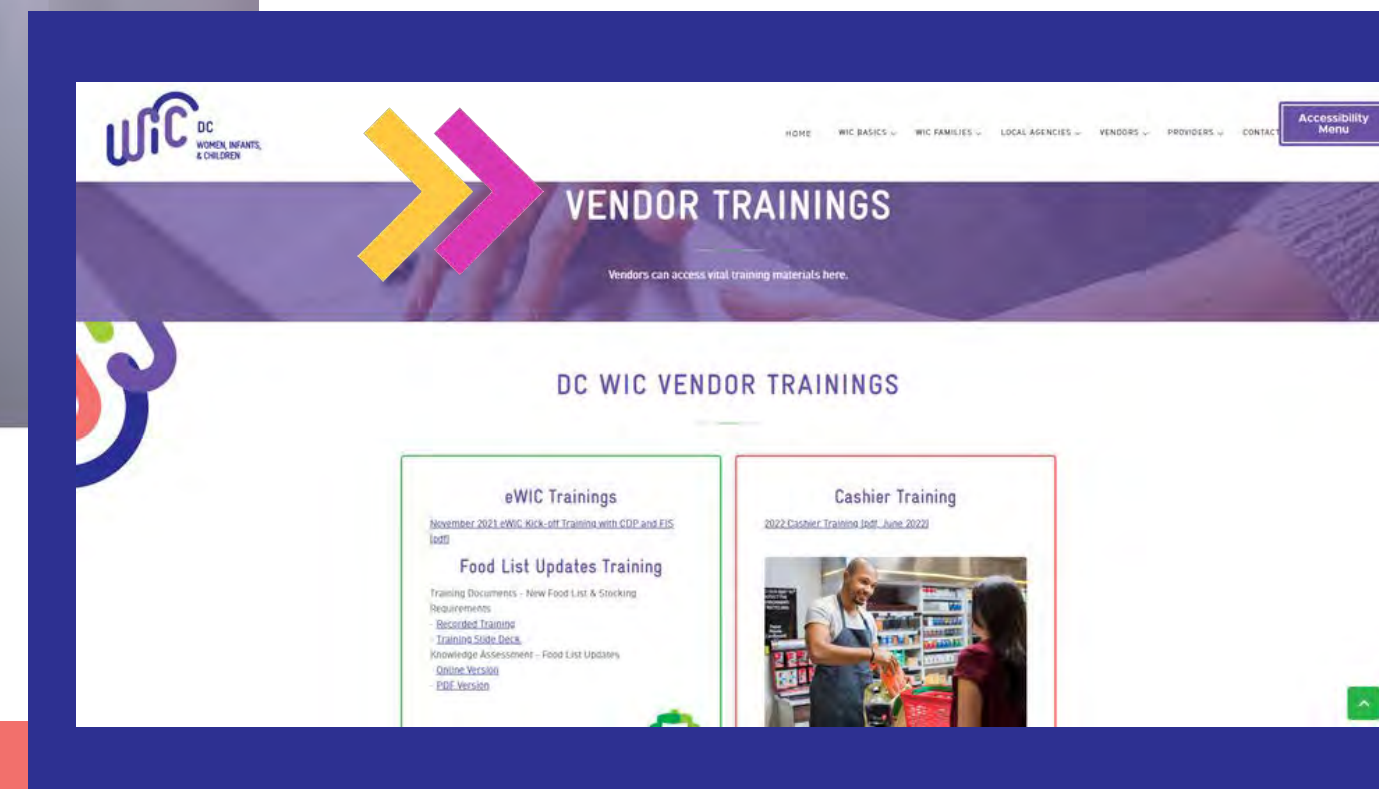
DC WIC webpage: dcwic.org/vendor-materials



The screenshot shows the DC WIC homepage. At the top, there is a green navigation bar with links for WIC STORES, WIC CLINICS, FOOD LIST, FIND FORMULA, ALERTS, EZ WIC APP, and social media icons for Instagram and Facebook. A search bar is also present. Below this is a white navigation bar with the DC WIC logo and links for HOME, WIC BASICS, WIC FAMILIES, LOCAL AGENCIES, VENDORS, PROVIDERS, and CONTACT. The main content area features a large image of a woman and a child. The headline reads "WIC IS HERE TO SUPPORT YOU". Below the headline, a sub-headline states: "DC WIC wants to see your family happy, healthy, and thriving. In addition to food assistance, we also provide nutrition education; breastfeeding counseling; and the support you need to keep your family healthy." A red button labeled "HOW TO APPLY FOR WIC" is positioned below the sub-headline. At the bottom, there are four purple cards with icons and text: "WIC FAMILIES" (heart icon), "LOCAL AGENCIES" (clipboard icon), "VENDORS" (shopping bag icon), and "PROVIDERS" (stethoscope icon). A large red and teal arrow graphic is at the bottom center.



The screenshot shows the "VENDOR MATERIALS" page. The header includes the DC WIC logo and navigation links. The main heading is "VENDOR MATERIALS" with the tagline "Working with grocery stores and pharmacies to feed DC families." Below this is a section titled "VENDOR RESOURCES" which contains two columns of links. The left column is titled "Vendor Forms" and lists various forms like Minimum Stocking Requirements, DC WIC Approved Foods & Formulas, and Vendor Measurement & Food Delivery Handbook. The right column is titled "eWIC Vendor Manual" and lists chapters from 1 to 9, covering topics like WIC Basics, Vendor Selection, and Vendor Manual Definitions.



The screenshot shows the "VENDOR TRAININGS" page. The header includes the DC WIC logo and navigation links. The main heading is "VENDOR TRAININGS" with the tagline "Vendors can access vital training materials here." Below this is a section titled "DC WIC VENDOR TRAININGS" which contains two columns of training materials. The left column is titled "eWIC Trainings" and lists training documents, recorded trainings, and knowledge assessments. The right column is titled "Cashier Training" and features a photo of a cashier and a link to the training material.



 **Telephone**

202-442-9397

 **Website**

www.dcwic.org

 **Email**

info.wic@dc.gov

 **Address**

899 North Capitol Street NE
Washington, DC 20002

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THANKYOU