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Vendor Guide

June 2016



DHHS

MAINE WIC NUTRITION PROGRAM

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Appendix A WIC Vendor Minimum Inventory Requirements

**Appendix B Maine CDC WIC Nutrition Program Authorized Infant Formula
Supplier List**

Appendix C Non-Discrimination Provisions

Appendix D UPC Product Submission Form

Appendix E WIC Participant Report

Appendix F WIC Check Appeal Request

Appendix G WIC Vendor Training Log

**Appendix H VM-6: Vendor Sanction System, Other Disqualifications and
Causes for Termination**

The Purpose of WIC

WIC is a supplemental nutrition program for women, infants, and children up to 5 years of age. It is funded by the Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA). It is managed by the Maine Center for Disease Control and Prevention.

The mission of WIC is to safeguard the health of low-income women, infants and children up to age five who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating and referrals to health care.

Contacting WIC

You can reach WIC Program staff in the following ways:

Call:

207-287-3991

1-800-437-9300

TTY: Maine Relay 711

Fax: 207-287-3993

E-mail:

wic.maine@Maine.gov

Write:

Maine WIC Program

SHS 11, 286 Water St.

Augusta, ME 04333

Website:

wicforme.com (Vendor section)

Please contact us whenever you have a question about a WIC issue at your store.

Staying Current with WIC Information

This is the training guide for Federal Fiscal Year 2016. WIC policies and forms are reviewed at least every year. The information most likely to be updated is included in the appendices of this training guide. Please go to our website wicforme.com for the most current information.

The Role of a WIC Vendor

Authorized WIC vendors provide WIC participants access to the nutritious foods prescribed for them. When a vendor signs an agreement to be WIC-authorized, the vendor agrees:

- To maintain a minimum stock of WIC-approved foods in all WIC food categories (Appendix A)
- To purchase infant formula from a WIC-authorized Infant Formula Supplier (Appendix B)
- To comply with the nondiscrimination provisions of 7 CFR Parts 15, 15A and 15B (Appendix C)
- To be responsible for training all staff who handle WIC transactions and ensuring their knowledge regarding Maine CDC WIC Nutrition Program procedures and requirements (Appendix G)
- To hold employees accountable for processing WIC transactions correctly
- To submit WIC checks for redemption in accordance with the procedures and other requirements of WIC Policy No. VM - 12
- To offer WIC Program participants the same courtesy as other customers
- To understand and adhere to their WIC Vendor agreement

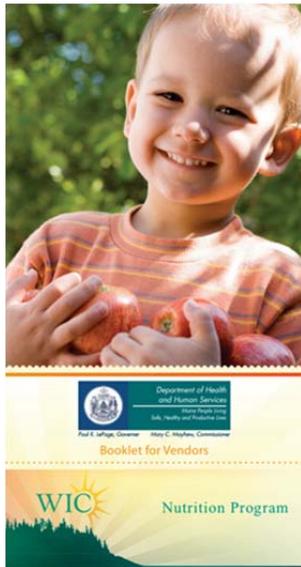
WIC Food Categories & Approved Food List

WIC provides supplemental foods designed to meet the special nutritional needs of WIC participants. WIC food categories are:

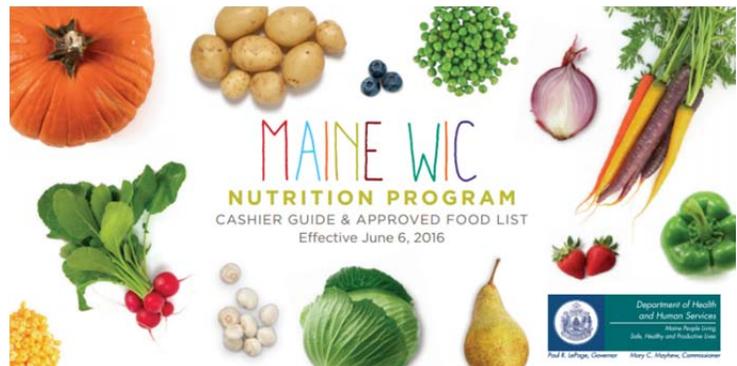
- Milk or milk alternatives
- Cheese/Tofu
- Eggs
- Peanut Butter
- Beans/ Peas/ Lentils
- Whole Grain Items
- Fruits and Vegetables
- Juice
- Breakfast Cereal
- Canned Fish
- Infant Formula
- Baby Food

Refer to the list provided with this training for details on WIC-approved foods or go to the wicforme.com website to find the current Approved Foods List or Approved Product List (APL) for even more specifics.

Only food in the Approved Food List can be purchased with WIC checks.



Valid until September 6, 2016



Effective June 6, 2016

Both food lists are in effect until September 6, 2016. After that only the list that became effective June 6, 2016 is valid.

Approved Product List (APL)

The Approved Product List is the list of specific WIC products by UPC code that have been reviewed and approved by the WIC nutrition staff for our participants. This list is being developed in anticipation of changing WIC benefits from checks to eWIC cards. The draft APL is available to vendors in an excel format by request.

There may be food items in your store that are not currently on our APL that you think should be included; those products may be new items or may not have been submitted for approval before. If you would like to request a review of food items to be added to the WIC APL, please follow the directions on our Product Submission Form. (Appendix D)

Minimum Stocking Requirements

WIC authorized vendors must maintain a minimum stock of WIC foods in each food category. Appendix A contains the minimum stocking list.

Authorized Infant Formula Suppliers

WIC authorized vendors must purchase infant formula from a WIC authorized supplier. Appendix B contains the current list of WIC-authorized infant formula suppliers and provides information on how to request that the WIC Program review of a formula source for possible inclusion on the list.

Price Survey and Maximum Allowable Reimbursement

WIC product prices are collected from vendors four (4) times a year in a Price Survey. You must complete the quarterly price survey so that pricing information in our files can remain current.

When filling out the price survey, please enter the price for the highest cost WIC authorized food in each category listed on the survey. This information is used to calculate the maximum price WIC will pay for the products on WIC checks. This is called the Maximum Allowable Reimbursement and it is based on the average of the prices on the survey (by peer group) plus two standard deviations.

WIC authorized vendors must maintain food prices that are competitive with their peers. If your prices are not competitive, WIC staff will contact you to determine the steps to resolve the issue.

WIC Transaction Documents

WIC Participant Booklet



- The WIC Participant Booklet is the only identification that can be used to verify the authorized signer(s) of the WIC check. A cashier must never accept WIC checks from a customer who does not have a WIC Participant Booklet, **even if the cashier knows the customer**. The WIC Participant Booklet must be presented for every WIC transaction.
- The participant name on the WIC check may not be the same as the name on the WIC Participant Booklet. Example: infants are issued WIC formula checks, and their name is not on the WIC Participant Booklet. The name(s) and signature(s) on the back of WIC Participant Booklet are the only people who can redeem the WIC check.
- If a WIC Participant Booklet or WIC check is found, please call our office immediately.

WIC Check Types

Based on each WIC participant's nutritional or medical needs. The local agency provides WIC checks. Each check is valid for one month or less, with a clearly specified valid date range printed at the top. WIC participants may receive more than one kind of WIC check. There are slight differences in these checks and how they need to be processed.

WIC Grocery Check

MAINE WIC NUTRITION PROGRAM Department of Health and Human Services
11 SHS, Augusta, Maine 04333 - 1-800-437-9300 - www.WICforME.com

NAME OF PARTICIPANT		FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
SAMPLE	CHECK	3/23/2016	4/22/2016	03356295
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE
10043571				
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED):				AMOUNT
2	Gallon(s) 1% or Skim Milk		\$	39.19
1	Pound(s) WIC Approved Cheese			
1	Dozen WIC Approved Eggs			
2	Can 11.5-12oz Frzn or Liq Concentrate Juice			
36	Ounces WIC Approved Cereal			
16	Ounces WIC Approved Whole Grain Item			
XXX END OF ORDER XXX				
				DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR
				STAMP BELOW
				VENDOR STAMP
				X <i>WIC Customer</i>
				SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY

Checks often have several types of items with different quantities allowed.

WIC Fruit & Vegetable Check/Cash Value Voucher

MAINE WIC NUTRITION PROGRAM Department of Health and Human Services
11 SHS, Augusta, Maine 04333 - 1-800-437-9300 - www.WICforME.com

NAME OF PARTICIPANT		FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
SAMPLE	CHECK	3/23/2016	4/22/2016	03356297
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE
10043571				
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED):				AMOUNT
\$11.00 For Fresh, Frozen or Canned Fruits &/or Vegetables			\$	10.57
XXX END OF ORDER XXX				
				DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR
				STAMP BELOW
				VENDOR STAMP
				X <i>WIC Customer</i>
				SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY

\$11.00 For Fresh, Frozen or Canned Fruits &/or Vegetables

Give a maximum dollar value for fresh, frozen or canned fruits & vegetables

New- Some will be for "fresh only." Fresh, frozen or canned fruit and vegetable checks show a maximum dollar value that can be purchased. These checks may have values of \$8.00, \$11.00, or \$16.50.

New this year : some fruit and vegetable checks will be for "**Fresh** Fruits and Vegetables Only". These checks will have a \$4.00 or \$8.00 value.

WIC Infant Formula Checks

Infant formula is often the only form of nutrition that a young baby receives so it is very important that the WIC customer is able to purchase the correct formula. WIC infant formula checks provide very specific product descriptions and UPC codes to help WIC customers and cashiers match the correct infant formula to the check.

For example:

MAINE WIC NUTRITION PROGRAM					Department of Health and Human Services 11 SHS, Augusta, Maine 04333 - 1-800-457-9300 - www.WICforME.com		
NAME OF PARTICIPANT					FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
SAMPLE FORMULA CHECK					4/23/2016	5/22/2016	03356303
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE			
10043573							
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED)					AMOUNT	STAMP BELOW VENDOR STAMP	
4	12.4oz cans powdered Infant Formula			10069	\$ 89.95		
XXX END OF ORDER XXX					DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR		
					X <i>WIC Customer</i> SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY		

1. Number of cans
2. Size of cans
3. Formula type:
 - a. Powder
 - b. Concentrate
 - c. Ready to Feed/Ready to Use
4. Name
5. Last 5 digits of UPC



At the Cash Register

Accepting WIC Grocery & Infant Formula Checks

MAINE WIC NUTRITION PROGRAM Department of Health and Human Services
11 SHS, Augusta, Maine 04333 - 1-800-437-9300 - www.WICforME.com

NAME OF PARTICIPANT		FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
SAMPLE CHECK		3/23/2016	4/22/2016	03356295
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE
10043571				
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED):				AMOUNT
2	Gallon(s) 1% or Skim Milk			\$ 39.19
1	Pound(s) WIC Approved Cheese			
1	Dozen WIC Approved Eggs			
2	Can 11.5-12oz Frzn or Liq Concentrate Juice			
36	Ounces WIC Approved Cereal			
16	Ounces WIC Approved Whole Grain Item			
XXX END OF ORDER XXX				

DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE
PAY TO THE ORDER OF
MAINE WIC VENDOR

STAMP BELOW
VENDOR STAMP

X *WIC Customer*
SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY

1. Ask WIC customer for Participant Booklet and checks being used today
2. Be sure check is from Maine WIC Nutrition Program
3. Make sure check is valid: is today's date within "First Day to Use" and "Last Day to Use"?
4. Group foods by check
5. Make sure the correct foods, amounts and sizes listed on check have been chosen – Use the UPC code on formula checks to confirm correct formula
6. Have customer write the total purchase amount on the WIC check (See exception for Fruit and Vegetable check on page 13)
7. Ask customer to sign check in signature box on front
8. Make sure correct amount is written on WIC check
9. Match signature on check to a signature on back of WIC Participant Booklet
10. Offer the customer receipt and return WIC Participant Booklet



CONTACT YOUR LOCAL WIC AGENCY

LOCAL AGENCY CONTACT INFORMATION HERE

WIC Customer *WIC Customer*
Participant, parent or guardian (print) Signature

Proxy 1 Name *Proxy 1 Name*
(May #1 (print) Signature)

Proxy 2 Name *Proxy 2 Name*
(May #2 (print) Signature)

Accepting a Fruit & Vegetable Check

MAINE WIC NUTRITION PROGRAM Department of Health and Human Services
11 SHS, Augusta, Maine 04333 - 1-800-437-9300 - www.WICforME.com

NAME OF PARTICIPANT SAMPLE CHECK		FIRST DAY TO USE 3/23/2016	LAST DAY TO USE 4/22/2016	CHECK NUMBER 03356297
PARTICIPANT I.D. 10043571	AGENCY	CLINIC	FOOD PACKAGE	FITYPE
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED): \$11.00 For Fresh, Frozen or Canned Fruits &/or Vegetables XXX END OF ORDER XXX			AMOUNT \$ 10.57	STAMP BELOW VENDOR STAMP
			DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR	
			X WIC Customer	
			SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY	

1. Ask WIC customer for Participant Booklet and checks
2. Be sure check is from Maine WIC Nutrition Program
3. Make sure check is valid: is today's date within "First Day to Use" and "Last Day to Use"?
4. Ask customer if they want to stay within check value or if it's okay if sale amount is higher
5. Group fruits & vegetables and ring up sale
6. Have customer write in amount of sale up to check value – customer must pay difference if sale is more than value of check
7. Ask customer to sign check in signature box on front
8. Make sure correct amount is written on WIC check
9. Match signature on check to a signature on the back of WIC Participant Booklet
10. Offer the customer receipt and return WIC booklet



CONTACT YOUR LOCAL WIC AGENCY

LOCAL AGENCY CONTACT INFORMATION HERE

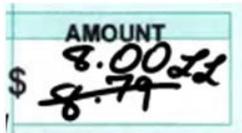
WIC Customer (Participant, parent or guardian (print)) WIC Customer (Signature)

Proxy 1 Name (Proxy #1 Name) Proxy 1 Name (Signature)

Proxy 2 Name (Proxy #2 Name) Proxy 2 Name (Signature)

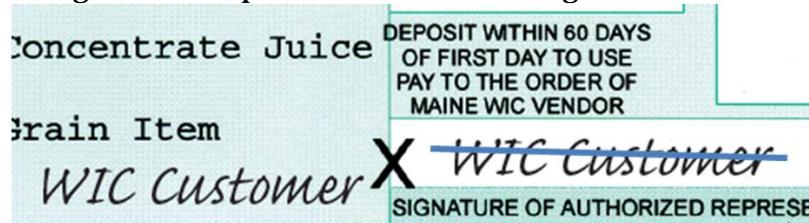
Other important WIC Sale Information

- Only foods in the Approved Food List can be purchased with WIC Checks.
- WIC customers can only buy what is listed on their WIC check. No substitutions are allowed, even if it is another WIC approved food.
- Fruit and vegetable checks (also called cash value voucher or CVV) allow the purchase of fruits and vegetables. Make sure the purchase amount written in the amount box does not exceed value of the check. WIC customers may buy more fruits and vegetables than the check value but must pay the difference.
- If wrong amount is written on WIC check ask customer to draw one line across the error. Have customer put in correct amount and initial next to it.



- WIC customers may buy less food than what is allowed on their WIC check. No change can be given.
- Coupons can be accepted during a WIC sale. Credit must be applied towards the WIC transaction.
- Rain checks may not be given if a WIC food item on the check is not in stock.
- Cash refunds are not allowed on a WIC sale.

- The WIC customer must sign their check in front of you. If the customer presents a pre-signed check, cross out the signature and have him/her sign the check again in the space to the left of the signature block.



The new signature must match one of the signatures on the back of the WIC Participant Booklet.

- Use black ink when writing on check.

When to Refuse a WIC Check

Authorized WIC vendors must accept a WIC check **except** when any of the following conditions exist:

1. The customer does not have a WIC Participant booklet
2. The signature does not match one of the signatures on the WIC Participant booklet.
3. The signature matches a proxy signature that has been crossed out.
4. The check is presented outside of the authorized use dates (early or late)
5. The correct WIC product is not available.
6. The check or WIC Participant booklet has been obviously altered in any manner.
7. The check is issued by a WIC Program from another State or tribal agency.

WIC vendors must accept WIC checks in all other circumstances.

Issues at the Cash Register

Getting Help

- If a cashier needs assistance with a WIC transaction, please remember to keep WIC customer information private and use discretion. **Publicly identifying a person as a WIC customer is not allowed.**
- If problems or questions arise during a WIC transaction that a manager is unable to resolve, contact our office immediately (207)287-3991. If this occurs when our office is closed, make the best decision possible using our Program materials. Contact our office as soon as possible on the next working day to notify us of the problem or question, and the way you resolved it. If the way in which you resolved it is incorrect, we can give you guidance on the appropriate way to proceed with the transaction, should the problem or question arise again.

Cash Register Scanning Systems

- Just because your cash register scanning system may recognize a WIC-approved food that does not mean that a particular approved food is on the WIC check being presented. Always confirm what is on the check.
- Occasionally, your register system may NOT recognize a WIC-approved food. Always double check the Approved Food List. Set up a process with staff to handle items that should be allowed.

Costs & Coupons

- Coupons- If your store accepts coupons and the WIC customer has coupons for the WIC items being purchased, they must be allowed to use them for the transaction and the credit must be applied to the WIC transaction amount.
- Sales tax cannot be applied to WIC food or formula purchases.
- Bag Fees & Bottle deposits- If a WIC customer purchases an item requiring a bottle deposit, the deposit must not be included in the sale amount written on the check. The customer must pay the deposit. The same is true if your store charges bag fees.

Exchange, Rain check, & Incentives

- After the sale transaction is complete, allow exchange of an item for an identical item only when the original item is defective, spoiled, or has exceeded its expiration date. **Never provide a cash refund** to the customer for items purchased with a WIC check.
- Only accept WIC checks at the time of the actual purchase and never issue “rain checks” or credit slips to WIC participants for WIC- approved foods.
- Vendors are prohibited from offering incentive items solely to WIC customers. If vendors offer incentives to all customers, WIC customers must also be offered the incentive.

How to Manage Difficult Situations

What do I do if...

A customer does not have his/her WIC Participant Booklet?

- Explain that you cannot complete the transaction without the WIC Participant Booklet.
- Explain that this is to protect the WIC shopper if checks are lost or stolen.
- Refer the WIC shopper to his/her local WIC agency if they have questions or need to replace their WIC Participant Booklet.

A customer is attempting to use the check outside of the valid dates?

- Explain to the customer that only WIC checks with the correct dates can be used. The check can be used on or between the dates printed on the check.
- Ask the customer if they have checks with current dates.

A customer is attempting to use a check ripped in half or faded check?

- Explain to the customer that the bank cannot process checks in that condition. Refer the customer to their local WIC office to have the check replaced.

A customer attempts to buy unauthorized foods or food in an incorrect package size?

- Explain that the WIC Program requires that only authorized foods (refer the customer to the Approved Foods List) in the sizes listed on the check and in the Approved Food List can be purchased.
- Offer to help the customer choose the correct foods in the correct sizes.

A customer attempts to use a WIC check that has already been signed?

- The WIC customer must sign their check in front of you. If the customer presents a pre-signed check, cross out signature and have him/her sign the check again in the space to the left of the signature block. The new signature must match one of the signatures on the back of the WIC Participant Booklet.

A WIC shopper gets upset or angry with me?

- No matter what you do, keep your cool! Remember, you are a professional and often deal with unhappy customers. Remain calm and explain the situation politely. Often you will find that this will “diffuse” an angry customer.
- If this does not work, ask your manager for support.
- Offer to call our office so that the customer may speak with our staff.

It is OK to explain to the customer that the WIC Program provides vendors with very specific rules that must be followed. If store personnel do not follow the program rules, the store can lose funds and/or be disqualified from the Program.

A cashier is a WIC participant - can she do her own transaction?

- A WIC participant or authorized representative for a WIC participant cannot conduct their own transaction(s) to redeem WIC checks. Please have another cashier perform the transaction.

Report a Participant Issue

Our program would like to know about any problems, concerns, questions, and/or suggestions that you may have. Please inform us if you are having problems with a WIC customer, or are experiencing difficulty in processing transactions. A misunderstanding may be the reason for the problem. Some clients may be new to the program or simply do not understand the WIC-approved foods or transaction procedures. Our program appreciates the efforts that vendors and their staff make to assist clients with their transactions.

You may report a WIC issue by contacting us at 1-800-437-9300, by using the form in Appendix E and faxing it to us or visiting our website wicforme.com to submit an online Participant Issue Form.

Preparing WIC Checks for Deposit with your Bank

WIC checks are valid for one month or less. Vendors must deposit WIC checks with their bank within **30 days** from the “LAST DAY TO USE” printed on the check.

Preparing to Deposit WIC Checks

MAINE WIC NUTRITION PROGRAM Department of Health and Human Services
11 SHS, Augusta, Maine 04333 • 1-800-437-5300 • www.WICforME.com

NAME OF PARTICIPANT		FIRST DAY TO USE	LAST DAY TO USE	CHECK NUMBER
SAMPLE	CHECK	3/23/2016	4/22/2016	03356295
PARTICIPANT I.D.	AGENCY	CLINIC	FOOD PACKAGE	FI TYPE
10043571				
FOR PURCHASE OF APPROVED WIC FOODS ONLY (NO SUBSTITUTIONS ALLOWED):			AMOUNT	STAMP BELOW
2	Gallon(s) 1% or Skim Milk		\$ 39.19	
1	Pound(s) WIC Approved Cheese			
1	Dozen WIC Approved Eggs			
2	Can 11.5-12oz Frzn or Liq Concentrate Juice			
36	Ounces WIC Approved Cereal			
16	Ounces WIC Approved Whole Grain Item			
XXX END OF ORDER XXX			DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE PAY TO THE ORDER OF MAINE WIC VENDOR X <i>WIC Customer</i> SIGNATURE OF AUTHORIZED REPRESENTATIVE OR PROXY	

Follow the steps below to help avoid having errors on checks you deposit with your bank.

Review the checks. Confirm that:

- ① The check was redeemed during a valid date to use.
- ② The amount box is filled in with the purchase amount.
- ③ The check is signed.
- ④ Stamp the checks with your vendor number stamp using black ink. Be sure the stamp is legible.

If any of the above is not true, the check may not be paid. See the next section for how these checks would be handled at the bank.

How WIC Checks are Processed at the Bank

After vendors deposit WIC checks to their bank the checks are processed through our WIC banking intermediary. The WIC banking intermediary performs a pre-edit process to determine whether or not the submitted check meets WIC's requirements for payment. If the check passes the pre-edit, a direct deposit payment will be made to the vendor's bank within about a week. Checks which do not pass the pre-edit are rejected, reviewed again, and may have payment adjustments made. Vendors receive a report of each credit to their account mid-week the following week.

Rejected Checks

Checks with confirmed errors will be rejected by the WIC banking intermediary. Rejected checks will be returned to your bank with a stamp indicating why it was not paid. Your bank will return the check to you and most likely charge you a fee. In a few cases rejected checks can be corrected and resubmitted for payment to your bank within 30 days of the last day to use on the check.

Reasons Checks Reject

The reasons below will result in non-payment and likely bank fees

Missing or Unreadable Vendor Number Stamp

The check was not stamped or not clearly stamped. If a check is returned to you for this reason, stamp the check clearly and redeposit it with your bank within 30 days of the last day to use on the check. If your stamp imprint is no longer legible, clean the stamp, re-ink and test. If the imprint is still illegible, contact WIC for a replacement stamp.

Encoding Error

The vendor's bank has scanned the check and coded the check for a different amount than the amount written on the check. If a check is returned to you for this reason, consult with your bank within 30 days of the last day to use on the check to resolve.

Unauthorized Vendor Stamp

The store's vendor number is no longer active. Contact WIC immediately.

Unreasonable Dollar Amount

The check is written for more than the Maximum Allowable Reimbursement for the WIC products as calculated from the price survey (see page 8). Payment will be reduced to the Maximum Allowable Reimbursement for the products listed on the check. The check will be returned to you and bank fees may apply.

The following rejection reasons will result in your store not being paid for the check.

Missing Signature

There is no signature in the required location.

Early Cashing

The WIC check was deposited before the "First Day to Use".

Late Cashing

The WIC check was deposited more than 30 days after the "Last Day to Use".

WIC Check is Not from Maine

The Maine WIC Program cannot pay for WIC checks from other state or tribal WIC programs.

Obvious Alterations

The check has obvious alterations including tears, punctures, is written over, or changed in any way.

2nd Presentation

The check has already been paid. Do not redeposit.

Bank Fees for Rejected Checks

WIC is not responsible for any bank charges, returned checks, or other fees charged to the vendor that result from the non- payment or partial payment of WIC checks. Vendors may not recover any bank charges from the WIC program or from WIC customers.

Payment Inquiries

Inquiries regarding specific WIC checks may be made by contacting the WIC vendor staff at 207-287-3991 or in-state 1-800-437-9300.

Check Appeals

Vendors who believe a payment has been denied incorrectly may submit a check appeal. The WIC Program will consider payment approval with valid justification. A vendor must submit a WIC Check Appeal Form (see Appendix F to the WIC Program within two months of the “LAST DAY TO USE”. Check appeals must include the associated receipts. Receipts dated after the date of the transaction are not accepted for check appeals. Remember to keep a photocopy of all items being mailed, including the front and back of the check.

Seeking Reimbursement from a WIC Customer

Vendors may not seek reimbursement of money or the return of food items from WIC customers for any rejected check.

Training After a Rejected Check

If check is rejected it is critical that immediate follow-up training be completed with store staff. Follow-up training with the cashier and/or other store staff involved in the transaction helps to prevent future occurrences, thus saving you money and protecting your vendor record with WIC.

Employee Training

Vendors must be trained interactively at least once every three years and annually by other methods. The WIC Program uses newsletters and other letters sent to vendors which contain information on any changes to procedures or policies to provide annual training.

Vendor representatives who attend interactive trainings must train all employees who may act as a cashier in how to transact WIC checks. WIC newsletters and other letters need to be reviewed with your staff to provide training so they may be aware of changes.

Training Log

Vendors must keep a record of the training of their staff including:

- Regularly scheduled interactive trainings
- Newsletters –WIC quarterly newsletter provide mandatory training topics to keep your WIC knowledge up to date
- Special Updates or vendor meetings
- Violation Notice - If the WIC Program notifies a vendor of a violation of vendor policies found during store monitoring or compliance investigations, follow up training is recommended, or in some cases, may be required

Appendix G contains a Training Log Form for your use.

Extra Training Opportunities

The WIC Program provides a time each month when vendors can attend in-person or on-line interactive training on topics pertaining to any issues they may be having. Call the WIC office at 207 287-3991 to get the details on how to attend this training.

Vendor Agreements

WIC authorizes vendors for a maximum of three (3) years. Vendors sign an agreement that outlines the requirements for the vendor and confirms their intent to uphold the integrity of the WIC Program rules and policies. When a vendor signs the vendor agreement they also agree to the sanctions defined in the Vendor Management Policies (see Vendor Sanction System Appendix H).

Copies of the Maine CDC WIC Nutrition Program Rules (Ch. 286) can be found here: <http://www.maine.gov/sos/cec/rules/10/chaps10.htm>.

All of the WIC Vendor Management Policies can be found here: wicforme.com FY Policies right side of page. Look for Vendor Management.

Vendors are notified at least 30 days before the expiration of their vendor agreement so that they may apply for renewal. Vendor agreements can be terminated for a number of reasons

Vendor Sanction System

The version of Vendor Management Policy VM-6: Vendor Sanction System, Other Disqualifications, and Causes for Termination current at the time of the printing of this manual can be found in Appendix H. It defines the actions the WIC Program will take for violations of the vendor agreement. Updates to this policy can be found on the WIC website. When federally-mandated WIC sanctions must be applied to a vendor, the WIC Program must notify the Supplemental Nutrition Assistance Program (SNAP). Disqualification from the WIC Program for federally mandated WIC sanctions may result in a vendor's disqualification from SNAP.

Appealing an Adverse Action

In many cases vendors that have been sanctioned, had applications for authorization denied, or been terminated by the WIC Program have a right to appeal the decision through the fair hearing process. To appeal the vendor may notify the WIC Program via phone, e-mail, or letter, or may request a hearing by directly contacting the Department of Health and Human Services Office of Administrative Hearings (207)624-5350.

All administrative hearings are conducted in accordance with the rules contained in Regulation 10-144 CMR Chapter 1 that can be accessed here: <http://www.maine.gov/sos/cec/rules/10/144/144c001.doc>.

For more information on a vendor's right to appeal please review Vendor Management Policy VM-7: Administrative Review of State Agency Actions.

Claims Against Vendors

If the WIC Program detects overcharges by an authorized vendor, it will establish a claim against the vendor. The Program will provide the vendor with an opportunity to justify or correct the vendor overcharges. If satisfied with the justification or correction, the WIC Program will adjust the proposed claim accordingly. If following the justification or correction a claim against the vendor still remains, the WIC Program will issue a final claim. The final claim must be paid within 30 days of issuance or the vendor agreement will be terminated. Claims against vendors are not subject to administrative appeal.

Record Keeping Requirements

Vendors are required to maintain the following in their files:

- A copy of the vendor agreement
- Inventory records for WIC products – to be considered a valid inventory record an invoice or receipt must have:
 - The name address & phone number of the supplier
 - The date of purchase from the supplier
 - A transaction or invoice number
 - Quantity and description of the product provided, preferably with UPC code, which clearly identifies the product
- Hand written receipts are not acceptable, with the exception of direct sales of agricultural products from farmers.
- Remember that all WIC infant formula must be purchased from an authorized supplier (see Appendix B). Invoices for formula from other sources will not be considered as valid WIC inventory records.
- Records of WIC transactions and receipt of WIC funds

A note about receipts: Customers must always be offered a receipt after a WIC transaction. Vendors must also keep records of their WIC transactions. If a vendor cannot review specific transaction data from their cash register system to match to the WIC checks they have transacted, we advise vendors to print a second copy of the receipt, write the associated WIC check number on the receipt, and retain this with their WIC records.

All other program-related records including but not limited to:

- WIC training materials
- WIC update letters
- WIC Vendor Newsletters
- WIC Training Logs

Things to Report to WIC

In addition to providing the WIC Program with any reports about incidents with participants, vendors must also report the following:

- Changes to mailing or contact information
- Changes to banking information
- Temporary closure of your business due to emergencies or planned renovations
- Changes in ownership-a change in ownership by more than 50% will result in termination of the vendor agreement. The new vendor may reapply with the new ownership information, but this does not guarantee that the new owner will be authorized.
- A pending change in location- if notified before the change in location occurs and the business is not moving a significant distance the WIC Program may allow the vendor to remain authorized. Failure to notify WIC will result in automatic termination of the vendor agreement.
- Cessation of business-please let us know if your business is closing so we may terminate your agreement and inform WIC participants.

New in the WIC Program

June 6, 2016

Pre-signed checks

The WIC customer must sign their check in front of you. If the customer presents a pre-signed check have him/her place a line thru the original signature and then sign the check again in the space to the left of the signature block. The new signature must match one of the signatures on the back of the WIC Participant Booklet.

Can 11.5-12oz Frzn or Liq Concentrate Juice	DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE
Ounces WIC Approved Cereal	PAY TO THE ORDER OF
Ounces WIC Approved Whole Grain Item	MAINE WIC VENDOR
XXX END OF ORDER XXX	X <i>WIC Customer</i>
	SIGNATURE OF AUTHORIZED REPRESENTATIVE

Fruit & Vegetable Checks

\$4.00 or \$8.00 Fresh Fruits & Vegetables Only checks are being issued for moms who wish to make their own baby food.

Food List Changes

- Cheese
 - Muenster, any brand added
 - Provolone, any brand added
 - Blends, of allowed types of cheese added
- Tofu
 - Azumaya 16oz. : Extra Firm, Firm, or Silken- change in allowed items for this brand (14 oz. no longer allowed)
- Yogurt - added
 - Size: 32 oz containers only (32 oz equals 1 quart or 2 lbs)
 - Regular, Light, Greek, Light Greek
 - Flavors: Plain, Vanilla, Strawberry, and Blueberry are allowed
 - Check will list:
 - 32 Ounces (quart) Lowfat or Nonfat Yogurt
 - 32 Ounces (quart) Whole Milk Yogurt

- Whole Wheat Pasta: 16 oz packages only types as listed in Approved Food List
- Canned Fish- packets now allowed
- Various Juice, bread, cereal changes

January 2016 Newsletter

Packaging Change for Enfamil Ready to Use Formulas

Packaging for some Enfamil Ready To Use (RTU) 32 ounce formulas have recently changed. The new bottles will be available from your formula suppliers. Below are pictures of both the old cans and new bottles, along with their UPC codes. While the cans are being phased out, WIC customers with checks listing Enfamil Infant RTU or Enfamil Gentlease RTU or Enfamil Nutramigen RTU can purchase their formula in either bottles or cans no matter which of the two UPC codes is listed on the check.

New Bottle UPC 115602



Old Can UPC 459472

New Bottle UPC 115626



Old Can UPC 465411

New Bottle UPC 115640



Old Can UPC 499011

October 2015 Newsletter

Updates to Vendor Management Policies

There are several changes in WIC Vendor Management Policies. These policies have been updated on the website at www.WICforME.com.

Fruit and Vegetable Voucher Values

The WIC Program will increase the value of some of the fruit and vegetable (cash value) checks. Look for checks in the new denominations of \$11.00 and \$16.50.

Training Logs

All vendors are required to maintain a training log in the store to document that all personnel who transact sales are trained in the WIC transaction process.

Baby Food Check Wording Change

The WIC Program has changed the wording on the infant cereal checks to match the wording on the boxes. The new wording will be:

24 OZ BEECH-NUT DRY BABY CEREAL

July 2015 Newsletter

eWIC

The implementation of the eWIC system has been delayed. The WIC Program continues to make preparations.

Updates to Minimum Stocking

January 2015 Newsletter

Infant Food by The Ounce

Checks for infant foods will be stated in total ounces allowed rather than total number of jars.

White Potatoes are allowed

- Fresh white potatoes (this includes all varieties)
- Canned potatoes or canned mixed vegetables containing potatoes
- Frozen plain potatoes (no added sugars, fats, oils, or seasonings) or frozen mixed vegetables containing plain potatoes

Appendix A

WIC Vendor Minimum Stocking Requirements

WIC Vendor Minimum Inventory Check List



Please refer to the **Maine WIC Nutrition Program Cashier Guide & Approved Food List** for allowed foods in each food category. * Indicates foods must be specific brands and products identified in the Approved Food List.

Stores must stock a minimum inventory of WIC approved foods at all times. Failure to maintain minimum inventory is a Class III violation of the Vendor Agreement.

Food Category and Page in Approved Food List	Description	Size	Quantity, Minimum Requirement	Plenty
Fruits , p.10	Fresh or frozen or canned fruit	any	15 pounds total, 2 kinds	
Vegetables , p.10	Fresh or frozen or canned vegetables	any	15 pounds total, 2 kinds	
Infant Cereal* , p.11	Beech-Nut Baby Cereal*	8 ounce box	6 boxes, 2 kinds*	
Infant Food* , p.11	Vegetables: Beech-Nut Classics*	4 ounce jar	32 jars total, 2 kinds*	
	Fruits: Beech-Nut Classics*	4 ounce jar	32 jars total, 2 kinds*	
Infant Food Meats* , p.11	Meats: Beech-Nut Classics*	2.5 ounce jar	24 jars total, 2 kinds*	
Infant Formula	<ul style="list-style-type: none"> • Enfamil® Infant • Enfamil® Gentlease® • Enfamil® Newborn • Enfamil® ProSobee® • Enfamil® A.R. • Enfamil® Nutramigen 	12.1-12.9 ounces (dependent upon product)	24 cans of Enfamil powdered formula	
Beans/Peas/Lentils , p.12	Beans/Peas/Lentils -Canned	15-16 ounce can	8 cans or 2 bags	
	Beans/Peas/Lentils -Dry	16 ounce bag		
Eggs , p.12	Grade A- Any size, brown or white shells	dozen	2 cartons	
Peanut Butter , p.12	Creamy, smooth, chunky, crunchy, or extra crunchy	16-18 ounce jar	2 jars	
Fish Canned , p.12	Chunk or light tuna, pink salmon, or sardines	3.75-15 ounce cans, 6 ounce or larger pouches	60 ounces	
Milk , p.13	Whole milk	gallon, half gallon, quart	4 gallons total, including at least 2 quart size containers	
	1% or skim milk	gallon, half gallon, quart	4 gallons total, including at least 2 quart size containers	

* Indicates must stock items identified by specific brand and product name in the Approved Food List.

Categories	Description	Size	Quantity	Plenty
Cheese , p.14	Block, shredded or sliced of reduced fat or regular	8 or 16 ounces	32 ounces total	
Whole Grains *, p.15-16	Whole wheat bread*	16 ounce loaf	2 loaves*	
	Oatmeal*, soft shell whole grain tortillas*, whole wheat pasta*	16 ounce package	2 packages*	
	Brown rice	14-16 ounce package		
Cereal *, p.17-18	WIC approved cereal*	12-36 ounce box		
100% Juice *, p.19	Bottled juice*	64 ounce bottle	6 bottles*	
100% Juice Concentrate *, p.20	Frozen or liquid*	11.5-12 ounce can	6 cans*	

Appendix B

Maine CDC WIC Nutrition Program Authorized Infant Formula Supplier List



Paul R. LePage, Governor Mary C. Mayhew, Commissioner

Department of Health and Human Services
 Maine Center for Disease Control and Prevention
 286 Water Street
 11 State House Station
 Augusta, Maine 04333-0011
 Tel.: (207) 287-8016; Fax: (207) 287-9058
 TTY Users: Dial 711 (Maine Relay)
WIC Nutrition Program
 Tel. (207) 287-3991 or (800) 437-9300
 Fax: 207-287-3993

Maine CDC WIC Nutrition Program Authorized Infant Formula Supplier List

A condition of the WIC Vendor Agreement is that all formula must be purchased from a supplier on this list. You may request that another formula source be considered for addition to this list. See instructions below. Such a request does not guarantee the supplier will be added.

Wholesaler	Address	City	State	Zip	Phone
Associated Grocers of New England (AGNE)	11 Cooperative Way	Pembroke	NH	03275	603-223-6710
Auburn Merchandise Distributors	355 Maine St	Whitinsville	MA	01588	508-234-9000
Bozzuto's Inc.,	275 Schoolhouse Rd	Cheshire	CT	06410	203-250-5377
BJ's Wholesale Club, Inc. locations	25 Research Dr	Westborough	MA	01582	774-512-7400
C & S Wholesale Grocers	7 Corporate Dr	Keene	NH	03431	603-357-7301
Capitol Candy Co. Inc. Wholesalers	32 Burnham St	Barre	VT	05641	800-639-2224
Garber Brothers, Inc.	Route 139 Kay Way	Stoughton	MA	02072	800-242-0965
Hannaford /Delhaize	145 Pleasant Hill Rd	Scarborough	ME	04074	800-213-9040
HD Smith Wholesale Drug Co.	8 Marin Way	Stratham	NH	03885	603-778-1015
Market Basket, Inc. / DeMoulas	10 Main St	Tewksbury	MA	01876	978-851-8000
Mead Johnson	2400 West Lloyd Expressway	Evansville	IN	47721	812-429-5000
Pine State Trading Co.	47 Market Street	Gardiner	ME	04345	207-622-3741
Sam's Club, locations	2101 SE Simple Savings Drive	Bentonville	AR	72716	800-331-0085
Save a Lot Distribution Center	1 Van Bergen Lane	W. Coxsackie	NY	12192	518-731-1300
Shaw's, Wells Distribution Center	Route 109	Wells	ME	04090	207-646-9616
Wal-Mart and/or Distribution	31 Alfred Plourde Parkway	Lewiston	ME	04240	207-344-2700
Yell-O-Glow Corp/ Wholesale	21 Arlington Street	Chelsea	MA	02150	317-394-0300

Each vendor must maintain inventory records for a period of at least three years. These inventory records include but are not limited to: 1) inventory records showing all infant formula purchases, wholesale and retail, in the form of invoices identifying the wholesale or retail quantity and prices; 2) transfer records showing origination, destination, and quantity; 3) sales and use tax return; 4) books of account; and 5) other pertinent records necessary to substantiate the volume and the prices charged through WIC food instrument redemption and for determination and verification of whether vendor is an above-50-percent vendor.

On behalf of _____
Store Name City

I request the following infant formula supplier be added to the authorized supplier list.

Business Name: _____ Contact Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail: _____

Authorized Vendor Print Authorized Vendor Signature Date

WIC USE ONLY	FD License No. _____	Last SA inspection date: _____	SA Status: _____
	<input type="checkbox"/> Approved <input type="checkbox"/> Denied	Processor: _____	Date: _____

For questions contact us at:
 Ph.: 1-800-437-9300 or E-mail: WIC.Maine@Maine.gov



For Resources visit: www.WICforME.com

Appendix C

Non-Discrimination Provisions

Provisions for non-discrimination:

1.1 USDA

NDS for all FNS nutritional assistance programs other than SNAP and FDPIR:

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

1.2 DHHS:

“The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operation of its program, services or activities, or its hiring or employment practices. This notice is provided, as required, by Title II of the Americans With Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, section 504 of the Rehabilitation Act of 1973 as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and the Maine Human Rights Act and Executive Order regarding State of Maine contracts for services. Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to DHHS, ADA Compliance/EEO Coordinators, 11 State House Station, 221 State Street, Augusta, ME 04333, 207-287-4289 (v), 207-287- 3488 (v), TTY users call Maine relay 711. Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to the ADA compliance/EEO coordinators. This notice is available in alternate formats upon request.”**For the complete provisions for non-discrimination please go to:**<http://www.gpo.gov/fdsys/granule/CFR-2010-title7-vol1/CFR-2010-title7-vol1-part15>

Appendix D

UPC Product Submission Form



Maine CDC WIC Nutrition Program UPC Product Submission Form



When requesting to add a product to the Maine CDC WIC Nutrition Program approved product list (APL), vendors, manufacturers and wholesale suppliers must:

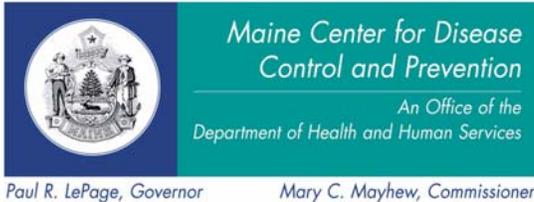
1. Complete this form for each product requested to be added to the APL. If requesting multiple products be considered for inclusion, a spreadsheet including all required information can be submitted in place of this form.
 - a. Products submitted must, at a minimum, meet federal regulations, which can be found at <http://www.fns.usda.gov/wic/wic-food-packages-regulatory-requirements-wic-eligible-foods>.
2. E-mail, fax, or mail a copy of this completed form, the product label and UPC barcode of each product you are requesting be added to the Maine CDC WIC Nutrition Program APL.
 - a. If submitted electronically, the email must include images of the product label and the UPC barcode. The email subject line must be the 12 digit UPC.
 - b. The product label must include the product name, size, manufacturer, nutrition facts, ingredients list/label and the UPC barcode.
3. Please allow fourteen (14) days for feedback on your submission.

****The State may establish criteria in addition to the minimum Federal requirements (7 CFR §246.10(b)(1)(i)). All product approvals and/or denials are final and not subject to appeal.**

<u>Email:</u> SubmitUPCWIC@Maine.gov	<u>Fax:</u> (207) 287-3993	<u>Mail:</u> Maine CDC WIC Nutrition Program 286 Water St., 6 th Floor Augusta, ME 04330
Vendor/Manufacturer Information		
Name:	Date:	
Address:	WIC Vendor # (if applicable):	
City:	State:	Zip Code:
Vendor/Manufacturer Contact Person		
Contact Person (please print):		
Email:	Direct Phone:	
Product Information		
WIC Food Category:	Shelf Price or MSRP:	
Product Name (including manufacturer or brand):		
UPC Code (must be 12 digits):	Package Size:	Available in Maine: <input type="checkbox"/> Yes <input type="checkbox"/> No
Reminder: A copy of the UPC Bar Code and product label must be submitted for each item.		
STATE USE ONLY		
Date Received:	Received By:	
Date Reviewed:	Reviewed By:	
Decision:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved <input type="checkbox"/> Review Pending	Date of Decision:
Reason:		
Complete if Approved		
Category:	Sub Category:	Item Description:
Date Added:	Entered By (Staff):	

Appendix E

WIC Participant Report



Department of Health and Human Services
 Maine Center for Disease Control and Prevention
 286 Water Street
 11 State House Station
 Augusta, Maine 04333-0011
 Tel.: (207) 287-8016; Fax: (207) 287-9058
 TTY Users: Dial 711 (Maine Relay)
 WIC Nutrition Program
 Tel. (207) 287-3991 or (800) 437-9300
 Fax: 207-287-3993

WIC Participant Report

This form is for reporting issues involving a WIC participant. Please check all boxes that apply, and help us by providing information that will let us follow up appropriately.

WIC Participant Information

Participant ID: _____ WIC Check Number: _____
 Name on WIC Check: _____ Customer Name: _____

Food	<input type="checkbox"/> Wrong size / amount	<input type="checkbox"/> Wrong food brand	WIC Check
<input type="checkbox"/> Canned Beans		<input type="checkbox"/> Juice (10-12 oz. Concentrate, 64 oz. Bottled 5¢ deposit)	<input type="checkbox"/> Used another person's check without authorization <input type="checkbox"/> Used an altered check <input type="checkbox"/> Used a check before or after valid dates <input type="checkbox"/> Pre-signed a check Transactions <input type="checkbox"/> Signature did not match WIC authorization folder <input type="checkbox"/> Did not have WIC authorization folder <input type="checkbox"/> Attempted to claim cash back from purchase <input type="checkbox"/> Attempted to trade WIC food for other food, cash or credit <input type="checkbox"/> Did not separate WIC food from other food
<input type="checkbox"/> Cereal (12 oz. box or larger)		<input type="checkbox"/> Milk	
<input type="checkbox"/> Cheese		<input type="checkbox"/> Peanut Butter	
<input type="checkbox"/> Dry Beans or Peas or Lentils		<input type="checkbox"/> Soy Beverage	
<input type="checkbox"/> Eggs		<input type="checkbox"/> Tofu	
<input type="checkbox"/> Fruits and vegetables		<input type="checkbox"/> Tuna or Salmon or Sardines	
<input type="checkbox"/> Infant (Cereal, Formula Meats, F & V)s		<input type="checkbox"/> Whole Grains (Bread, Brown Rice, Oatmeal, Tortilla)	

Participant:

Was the alternate buyer
 Needs more training on WIC foods
 Was rude and/or argued
 Was cooperative when given an explanation of WIC program rules

Details of incident: _____ **Date of incident** ____ / ____ / ____

WIC Vendor Information

Business Name: _____ **Vendor no.** ____
Phone: _____
Physical Location Address: _____
City: _____ **State:** _____ **ZIP Code:** _____
Store Manager/WIC Contact _____ **E-mail address:** _____
Name of person filing this report _____ **Date:** ____ / ____ / ____

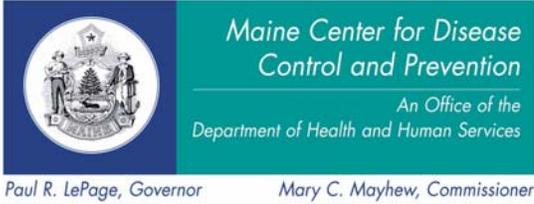
The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, sexual orientation, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972 and the Maine Human Rights Act and Executive Order Regarding State of Maine Contracts for Services. Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to DHHS' ADA Compliance/EEO Coordinators, 11 State House Station - 221 State Street, Augusta, Maine 04333, 207-287-4289 (V), 207-287-3488 (V), TTY users call Maine relay 711. Individuals who need auxiliary aids for effective communication in program and services of DHHS are invited to make their needs and preferences known to the ADA Compliance/EEO Coordinators.

The United States Department of Agriculture (USDA) prohibits discrimination in its programs on the basis of race, color, national origin, sex, age, and disability. Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD). To file a complaint, write the Administrator, Food and Nutrition Service, USDA, 3101 Park Center Drive, Alexandria, Virginia 22302. USDA is an equal opportunity employer.

For questions contact us at:
 Ph: 1-800-437-9300 or E-mail: WIC.Maine@Maine.gov For Resources visit: www.WICforME.com

Appendix F

WIC Check Appeal Request



Department of Health and Human Services
Maine Center for Disease Control and Prevention
286 Water Street
11 State House Station
Augusta, Maine 04333-0011
Tel.: (207) 287-8016; Fax: (207) 287-9058
TTY Users: Dial 711 (Maine Relay)
WIC Nutrition Program
Tel. (207) 287-3991 or (800) 437-9300
Fax: 207-287-3993

WIC Check Appeal Request

All fields must be completed or check appeal will be denied. Mail completed form, check, and matching register receipt. **Remember to always keep a photocopy of all items being mailed, including the check.**

To: **WIC Nutrition Program, Vendor**
11 State House Station, 6th FL
Augusta, Maine 04333-0011

Send the following to the Maine CDC, WIC Nutrition Program:

- WIC check Appeal Request** form
- WIC check** Legal WIC check copy
- Receipt** Copy of the original receipt or journal transaction report verifying the correct WIC transaction procedures

The Maine CDC, WIC Nutrition Program is not responsible for any bank charges, returned checks or other fees charged to the vendor that result from the non-payment of WIC checks. Vendors may not recover any bank charges from the WIC program, or from WIC participants or their proxies.

**Vendor Stamp
Number Below**

WIC VENDOR INFORMATION

Business Name: _____ Phone: _____

Mailing Address: _____

City: _____ State: _____ ZIP Code: _____

Store Manager/WIC Contact _____ E-mail address: _____

Name of person filing this form: _____ Date: ____/____/____

WIC check Information

WIC Check Number: _____ Bank Rejection Reason: _____

Justification

Attach Receipt Here

WIC USE ONLY

<input type="checkbox"/> Approved ACH Record#: _____	Letter Sent <input type="checkbox"/>	Denied <input type="checkbox"/>
Payment Justification: _____ _____		
Processor: _____	Date: ____/____/____	



Appendix G

WIC Vendor Training Log

Appendix H

VM-6: Vendor Sanction System, Other Disqualifications and Causes for Termination

Maine Center for Disease Control and Prevention

WIC Nutrition Program

Effective: October 1, 2011

Policy No. VM-6

Revised: October 1, 2015

Vendor Sanction System, Other Disqualifications, and Causes for Termination

Authority

7 CFR §246.4(a)(14)(iii), §246.12(h)(3)(xviii) and (xx), and §246.12(l);
22 MRSA §255; and
10-144 CMR Chapter 286 § IV.G, H, I, J and K

Policy

1. The Maine CDC WIC Nutrition Program may initiate administrative action to disqualify or assess a civil money penalty, in lieu of disqualification, against a vendor for non-compliance on the basis of an incident of violation or a pattern of violations.
 - 1.1. An incident is defined as one isolated event in a single point in time or any single occurrence of a violation.
 - 1.2. A pattern is defined as two or more incidences of a violation, unless otherwise stated.
 - 1.3. A violation includes, but is not limited to the occurrence of a violation and the intent to commit a violation.
 - 1.4. All incidents of a violation occurring during the first compliance buy visit shall constitute only one incident of that violation for the purpose of establishing a pattern of violations.
 - 1.5. The Vendor Agreement specifies that failure to meet certain of its requirements provides cause for immediate termination of the Agreement.
2. Mandatory sanctions are federal penalties as defined in 7 CFR 246.12(l) and shall constitute grounds for disqualification from the Maine CDC WIC Nutrition Program for a minimum of one (1) year and up to permanent disqualification. These sanctions for violations are listed in Class I and Class II below.
3. State violations shall constitute grounds for the assessment of sanction points and disqualification from the Maine CDC WIC Nutrition Program. State sanctions will not be added to a mandatory sanction within the same investigation unless a mandatory sanction from the same investigation is not upheld on appeal. These sanctions are for violations listed in Class III below.

4. Notwithstanding the imposition of any mandatory or state sanctions, a WIC vendor who violates any WIC rules or Program requirements as set forth in the vendor policies and procedures is also subject to potential reciprocal Supplemental Nutrition Assistance Program (SNAP) sanctions, and potential disqualification by the New Hampshire WIC Program.
5. A vendor committing fraud or abuse of the Maine CDC WIC Nutrition Program is liable to prosecution under applicable federal, state or local laws. In addition, a claim can be established for any moneys inappropriately paid to the vendor.

Violations

1. **CLASS I VIOLATIONS:** One instance of these violations shall constitute grounds for disqualification from the Maine CDC WIC Nutrition Program for a minimum of three (3) years and up to permanent disqualification:
 - 1.1. A conviction for trafficking (buying or selling) WIC FIs (food instruments), or a conviction for selling firearms, ammunition, explosives, or controlled substances in exchange for WIC FIs. Length of disqualification – permanent.
 - 1.2. One incident of trafficking (buying or selling WIC FIs) or selling firearms, ammunition, explosives, or controlled substances in exchange for WIC FI. Length of disqualification – six (6) years.
 - 1.3. One incident of the sale of alcohol, alcoholic beverages or tobacco products in exchange for WIC FIs. Length of disqualification – three (3) years.
 - 1.3.1 When a vendor violates 1.2 or 1.3 above after having previously received a sanction for violation of either provision, the length of disqualification shall be doubled. Civil money penalties in lieu of disqualification also shall be doubled, up to the maximum penalty allowed under 7 CFR 246.12(l)(1)(x)(C) and described in Procedures below.
 - 1.3.2 When a vendor violates 1.2 or 1.3 above after having previously received two (2) or more sanctions for violation of either provision, the length of disqualification shall be doubled for that violation and all subsequent violations. Civil money penalties shall not be imposed in lieu of disqualification for third and subsequent sanctions.
2. **CLASS II VIOLATIONS:** These violations require a pattern of violated incidents to be documented before a sanction can be imposed. Unless otherwise noted, “pattern” is defined as two or more incidents of these violated behaviors described below that occur during the period the vendor is under contract.
 - 2.1 Claiming reimbursement for the sale of any WIC item that exceeds the store’s documented inventory of that food item for a specific period of time. Length of disqualification – three (3) years.
 - 2.1.1 This violation is typically identified through an inventory audit. An individual “incident” for this violation is defined based upon the largest quantity of the inventory item redeemed by the vendor on a single paper

FI, or, if the item is obtained from a wholesale distributor, by the standard case size for the item. Using infant formula for an example, if a vendor's invoices show that it purchases a specific infant formula by the case and the case contains six units of formula, the inability to show documentation for eighteen units of that specific infant formula would represent three incidents of this violation. If the vendor purchases infant formula by the individual unit and the largest number of units on a paper FI redeemed by the vendor for a specific infant formula allowed 5 units, the inability of the vendor to show documentation for eighteen units of that specific infant formula would represent four incidents of this violation.

2.1.2 When incidents of this violation occur for multiple WIC foods, the incidents are additive. For example three incidents of insufficient inventory for Formula A, two incidents of insufficient inventory for Formula B, and 1 incident of insufficient inventory for Formula C would constitute six total incidents.

- 2.2 A pattern of vendor overcharges- intentionally or unintentionally charging the State more for authorized WIC foods than is permitted under the vendor agreement. For the purpose of this violation, if the overcharge is less than two dollars per food instrument, four incidents will be required to define a pattern. Length of disqualification – three (3) years.
- 2.3 Receiving, transacting, and/or redeeming WIC FIs outside of authorized channels, including the use of an unauthorized retailer and/or an unauthorized person. Length of disqualification – three (3) years.
- 2.4 Charging the Maine CDC WIC Nutrition Program for WIC foods not received by the WIC customer. Length of disqualification – three (3) years.
- 2.5 Providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances, in exchange for WIC FIs. Length of disqualification – three (3) years.
- 2.6 Providing unauthorized food items in exchange for FIs, including charging for supplemental foods provided in excess of those listed on the FI. For the purpose of this violation, a pattern shall be defined as four or more incidents for all foods except infant formula. Two incidents of selling the incorrect infant formula or excess infant formula will be considered a pattern. Length of disqualification – one (1) year.
- 2.7 When a vendor receives a second disqualification sanction for any violation of provisions 2.1 through 2.6 above, the length of disqualification shall be doubled. Civil money penalties in lieu of disqualification also shall be doubled, up to the maximum penalty allowed under 7 CFR 246.12(l)(1)(x)(C).
- 2.8 When a vendor receives a third or subsequent disqualification sanction for any violation of provisions 2.1 through 2.6 above, the length of disqualification shall be doubled for that violation and all subsequent violations. Civil money penalties shall not be imposed in lieu of disqualification for third and subsequent sanctions.

3. CLASS III VIOLATIONS are primarily administrative in nature, involve the assessment of sanction points and are subject to state sanctions. A vendor is subject to disqualification for six (6) months after being assessed 15 sanction points. If the vendor has accumulated more than 15 points, 18 days shall be added to the disqualification period for each point over 15 points. The maximum disqualification for violations for Class III violations is one (1) year. Disqualified vendor must return their vendor stamp to the State Agency and may no longer accept food instruments/cash-value vouchers.

Points range in value from three (3) to ten (10) depending on the seriousness of the violation. The points are retained for one year from the date the points were assessed. The vendor will have the opportunity to attend an approved WIC Vendor Training once per calendar year to remove three (3) points from the vendor's sanction tally. The methods used to determine whether these violations have occurred include: inventory audits, compliance buys, WIC check edits, monitoring, Supplemental Nutritional Assistance Program (SNAP) reports, redemption analyses and other objective means as determined by the State Agency.

A Class III sanction will not be added to a mandatory sanction (Class I and II above) within the same investigation, but all violations will be included in the notice of violation. The Maine CDC WIC Nutrition Program may impose a Class III sanction if a mandatory sanction from the same investigation is not upheld on appeal. If the disqualification of the vendor would result in inadequate participant access, the State Agency shall impose a civil money penalty in lieu of disqualification.

Class III Violations and point values are as follows:

- 3.1 Contacting a WIC customer in an attempt to recover funds for a WIC FI that was not reimbursed or for which overcharges were requested. 10 points
- 3.2 Improperly refusing to accept a WIC FI from a WIC customer. 10 points
- 3.3 Transacting WIC FIs outside of the authorized store location. 7 points
- 3.4 Altering information on a WIC FI. 7 points
- 3.5 Failure to submit information requested, in the format requested by the State Agency, within the time specified, including, but not limited to, food price lists and food stocking information. 5 points
- 3.6 During a WIC transaction, providing WIC-approved food that is beyond the expiration or last sale date imprinted on the product packaging by the product's manufacturer. 5 points
- 3.7 Failure to maintain the minimum stock of any WIC-approved foods. Any vendor in violation also will be required to correct the insufficient inventory within 48 hours and provide verification to the State Agency within 72 hours. 5 points
- 3.8 Accepting or requiring a signature before the actual amount of sale is entered on the WIC FI by the customer when the FI is a paper instrument. 5 points
- 3.9 Failure to request the WIC ID Folder and to verify the participant's signature when the FI is a paper instrument. 5 points

- 3.10 Charging sales tax on a WIC purchase. 5 points
- 3.11 Obtaining/using WIC vendor stamps from sources other than the State Agency. 5 points
- 3.12 Accepting WIC FIs that appear to be altered. 3 points
- 3.13 Failure to have a participant enter the purchase price on the WIC FI at the time of the transaction when the FI is a paper instrument. 3 points
- 3.14 Requiring a WIC customer to purchase all food listed on the WIC FI. 3 points
- 3.15 Failure to provide a WIC customer with an itemized receipt for foods purchased with a WIC FI. 3 points
- 3.16 First incident of intentionally or unintentionally charging the State more for authorized WIC foods than is permitted under the vendor agreement. 5 points
- 3.17 First incident of charging the Maine CDC WIC Nutrition Program for WIC foods not received by the WIC customer. 5 points
- 3.18 First incident of providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances, in exchange for WIC FIs. 5 points
- 3.19 First incident of providing unauthorized food items in exchange for FIs, including charging for supplemental foods provided in excess of those listed on the FI. 5 points
- 3.20 Failure to train all staff and store representatives who conduct cash register transactions in WIC procedures and requirements. 5 points
- 3.21 Charging WIC for the Maine Bottle Bill deposits. 3 points
- 3.22 Requiring WIC participants to buy specific brands when the brands are not stipulated on the WIC FI or in the WIC Authorized Food List. 3 points
- 3.23 Substituting or allow substitution of one WIC authorized food for another WIC authorized food that is not on the WIC participant's FI. 5 points
- 3.24 Requiring WIC participants to make a cash purchase to transact a WIC FI. 7 points

Other Disqualifications:

1. The State Agency shall disqualify a vendor that has been disqualified from SNAP. The WIC disqualification will be for the same length of time as the SNAP disqualification, and the WIC disqualification may begin at a later date than the SNAP disqualification. This disqualification is not subject to appeal.
2. The State Agency shall disqualify a vendor who has been assessed a civil money penalty for hardship in SNAP under 7 CFR §278.6. The length of disqualification shall correspond to the period for which the vendor would otherwise have been disqualified in SNAP. Such disqualification may not be imposed unless the State Agency has first determined in its sole

discretion that the disqualification would not result in inadequate participant access. If the State Agency determines that inadequate participant access would result from the disqualification, then neither a disqualification nor a civil money penalty in lieu of disqualification will be imposed.

3. The State Agency shall disqualify a Maine vendor also authorized in the state of New Hampshire who has been disqualified or assessed a civil money penalty in lieu of disqualification by New Hampshire for any mandatory sanction. If the disqualification of the vendor would result in inadequate participant access, the State Agency will impose a civil money penalty in lieu of disqualification.
4. Imposition of a civil money penalty in lieu of disqualification from SNAP shall result in automatic disqualification from the WIC Program for the same length of time as the potential SNAP disqualification period; up to a maximum of three (3) years.

Termination of Vendor Agreement for Cause

1. A Vendor Agreement may be terminated for cause by the Maine CDC WIC Nutrition Program, with fifteen (15) days' advance written notice. The vendor will be required to reapply for authorization, and the waiting period before reapplication will be one (1) year unless otherwise specified. The Vendor's new application will be subject to the Maine CDC WIC Nutrition Program's vendor selection criteria in effect at the time of the reapplication. Causes for termination include:
 - 1.1 Failure to maintain compliance with vendor selection criteria excluding the minimum stocking requirement which is addressed in 1.2 below, including changes to selection criteria made during the Vendor Agreement period.
 - 1.2 Failure to stock any WIC-approved items in three or more of the WIC-approved food categories.
 - 1.3 Intentionally providing false information in the vendor application or price survey.
 - 1.4 A change of the store location by more than a short distance as determined by State Agency staff.
 - 1.5 A change in ownership of the Vendor by 50% or more.
 - 1.6 Cessation of operations of the authorized Vendor location.
 - 1.7 The State agency identifies a conflict of interest, as defined Policy VM-13.
 - 1.8 Failure to attend mandatory vendor training.
 - 1.9 Nonpayment of a claim against the vendor by the Maine CDC WIC Nutrition Program As described in Policy VM-14.
 - 1.10 Failure to allow monitoring and inspection of the store premises and procedures to ensure compliance with the agreement and state and federal WIC Program rules, regulations, and policies. Monitoring and inspection includes, but is not limited to, allowance of access to WIC FIs negotiated the day of monitoring, access to shelf price records and any other vendor records pertinent to the purchase of WIC

supplemental food items, including the documentation of the source of infant formula.

- 1.11 Failure to maintain inventory records used for federal tax reporting purposes; to maintain records in accordance with generally accepted accounting procedures; and to assure that records reflecting justification and receipt of WIC funds, FIs and all other program-related records of the Vendor are available for inspection or audit by federal, state or other authorized personnel.
- 1.12 Failure to cooperate with federal and state WIC Program and other authorized personnel during announced and unannounced on-site vendor reviews, inspections and audits.
- 1.13 Failure to provide the Maine CDC WIC Nutrition Program with purchase invoices from wholesalers or receipts for WIC-approved products purchased from other retailers, when requested.
- 1.14 Failure to meet minimum redemption requirements (no less than an average of 15 WIC FIs/CVVs or an average of \$200.00 in value of WIC FIs/CVVs redeemed per month averaged over the previous 12 months). The Maine CDC WIC Nutrition Program will consider a reapplication prior to the end of the termination period if circumstances that caused the failure to meet minimum redemption requirements have changed.
- 1.15 The Vendor's prices have increased over the prices submitted in the Vendor's application or the most recent price list submitted, and such increase is not due to the inflation rate and/or other legitimate factors. If, within the fifteen (15) days, the Vendor can demonstrate that the prices have been lowered so as to not exceed the MRP established for the Vendor's assigned peer group, termination will not occur.
- 1.16 During the course of routine monitoring the State agency determines that the Vendor derives more than 50% of their sales volume from WIC FIs.
- 1.17 Failure to participate in the transition of WIC FIs from paper instruments to eWIC card.
- 1.19 Purchasing infant formula from any supplier not identified on the State Agency's list of state-licensed infant formula wholesalers, distributors, and retailers as listed in Appendix VM-1-B; or manufacturers registered with the U.S. Food and Drug Administration.
- 1.20 The Vendor is disqualified for any reason.

Procedures

1. The State Agency shall determine compliance with the Vendor Agreement and the Vendor Management Policies thru the following methods:
 - 1.1 Monitoring

- 1.2 WIC FI transactions
 - 1.3 Compliance buys
 - 1.4 Inventory audits
 - 1.5 SNAP reports
 - 1.6 Redemption analyses
 - 1.7 Other objective means as determined by the State Agency.
2. The State Agency shall issue written notices of violation for all violations for which action will be taken by the State Agency. A description of the violation, the action to be taken and the right to appeal will be included in the notice.
 3. With the exception of an audit that reveals two or more incidences of charging the WIC Program for a specific supplemental food in excess of the store's documented inventory of that food, the State Agency shall notify the vendor in writing if it has been determined that an initial incident of a violation has occurred for which a pattern of incidents must be established to impose a sanction. The State Agency, in its discretion and on a case by case basis, must notify the vendor before another such incident is documented; unless it determines that notifying the vendor would compromise an investigation. Such a determination will be documented in the vendor's file.
 - 3.1 If two Class III violations occur in the initial compliance buy of a compliance investigation, sanction points will be applied for only the violation incurring the most sanction points, though all violations will be noted for the record, and reported to the vendor if notification has been determined to be appropriate.
 4. In the event that the State Agency determines that a vendor should be disqualified based upon the occurrence of violations listed above, excluding Class I Violation 1.1, the State Agency shall make a determination of participant access. If disqualification of a vendor would result in inadequate participant access and the State Agency does not authorize new WIC vendor(s) or otherwise devise a plan to meet participant access needs, the State Agency will impose a civil money penalty in lieu of disqualification of the violating vendor.
 - 4.1 The State Agency, in its sole discretion (7 CFR §246.18), will determine and document in the vendor file, whether the disqualification of a violating vendor would result in inadequate participant access. To determine inadequate participant access, the State Agency will consider several factors that include, but are not limited to:
 - 4.2 A WIC participant would be required to travel more than ten (10) miles one way from the disqualified vendor to the nearest authorized WIC vendor.
 - 4.3 The presence of physical barriers or conditions would make normal travel to another authorized vendor difficult or impossible (e.g. an island store, poor road conditions).
 - 4.4 A participant access determination is not subject to appeal.

5. Any civil money penalty imposed by the State Agency will be calculated using the following formula:
 - 5.1 Ten (10) percent of the average monthly redemption for the most current six (6)-month period prior to the scheduled disqualification, multiplied by the number of months of the disqualification period, not to exceed \$11,000 per violation and \$49,000 per investigation.
6. Payment of a civil money penalty shall be made in a lump sum payment or by equal monthly installments due the first day of three consecutive months. All payments (either lump sum or installments) shall be made by certified checks or money orders made payable to “Treasurer, State of Maine,” and mailed to the Maine CDC WIC Nutrition Program.
7. If a vendor does not pay a civil money penalty in full within the specified time frame, the State Agency will notify the store that the balance of the payment is due within twenty (20) days or the vendor will be disqualified from the Program for the remaining balance of the original disqualification (for a period corresponding to the most serious violation in cases where a mandatory sanction included the imposition of multiple civil money penalties as a result of a single investigation).
8. The State Agency shall not accept voluntary withdrawal from the WIC Program or non-renewal of the Vendor Agreement as an alternative to disqualification for any mandatory sanction.



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