



# DOH WIC EMAIL ADDRESSES & FORMS



| Inquiries On:                                | About:   | Email Addresses & Forms:  |
|--|--|---|
| Breastfeeding Peer Counseling Program (BFPC) | <ul style="list-style-type: none"> <li>Budget/funding</li> <li>Program policies and procedures</li> <li>Technical assistance</li> </ul>  | <a href="mailto:wawiclactation@doh.wa.gov">wawiclactation@doh.wa.gov</a>  |
| Breast Pumps and Supply Inventory            | <ul style="list-style-type: none"> <li>Restocking pumps and supplies</li> <li>Concerns about an existing order</li> <li>General Pump and Supply Inventory Questions</li> <li>Pump Inventory and Supply Policy</li> </ul>   | <a href="mailto:wicbreastpumps@doh.wa.gov">wicbreastpumps@doh.wa.gov</a>  |
| Cascades Support                             | <ul style="list-style-type: none"> <li>Information and questions related to Cascades software</li> <li>Cascades and Sandbox issues</li> <li>SAW and Test SAW set up and issues</li> <li>Card reader, signature pad and scanner issues</li> <li>Transfer and foster questions</li> <li>Help with DOH issued laptops</li> <li>Yubikey/Security Key assistance</li> </ul> | <a href="mailto:cascades.support@doh.wa.gov">cascades.support@doh.wa.gov</a><br>1-800-841-1410 press 0 for Cascades Support<br>Monday – Friday 8:00am-5:00pm<br>(hours may vary during FMNP season) |
| Complaints                                   | <ul style="list-style-type: none"> <li>Any type of complaint is received and redirected to the correct location at the WA state WIC office</li> <li>Report fraud or abuse</li> <li>Can be used by participants, vendors and staff</li> </ul>   | <a href="#">WIC Incident Report Form Online Form</a>  |
| Data Requests                                | <ul style="list-style-type: none"> <li>Request data and reports</li> <li>Questions about Cascades clinic reports</li> </ul>  | <a href="mailto:wicdatarequests@doh.wa.gov">wicdatarequests@doh.wa.gov</a>  |
| Farmers Market Nutrition Program (FMNP)      | <ul style="list-style-type: none"> <li>WIC and Senior FMNP questions or concerns</li> <li>FMNP Vendor and Market Training (for clinic staff training please see Training/LC below)</li> <li>FMNP Vendor questions</li> </ul>   | <a href="mailto:fmnp@doh.wa.gov">fmnp@doh.wa.gov</a>  |
| Fiscal and Contracts                         | <ul style="list-style-type: none"> <li>Fiscal and billing training resources</li> <li>Contract funding balance</li> <li><a href="#">WIC Fiscal Contracts Communication Table</a></li> </ul>  | <a href="mailto:Wicbudgets@doh.wa.gov">Wicbudgets@doh.wa.gov</a>  |
| Fulfillment Center                           | <ul style="list-style-type: none"> <li>Order WIC Cards, educational and program materials, WIC Shopping Guides, etc.</li> <li>Check status of orders</li> </ul>  | <a href="http://Myfulfillment.wa.gov">Myfulfillment.wa.gov</a>  |
| General                                      | <ul style="list-style-type: none"> <li>Feedback and suggestions</li> </ul>   | <a href="mailto:wic@doh.wa.gov">wic@doh.wa.gov</a>  |
| Hematology                                   | <ul style="list-style-type: none"> <li>Order supplies</li> <li>Questions about pending orders</li> </ul>   | <a href="mailto:wichematology@doh.wa.gov">wichematology@doh.wa.gov</a>  |
| Local Program Consultants (LPC)              | <ul style="list-style-type: none"> <li>Clinic support</li> <li>Local agency budget, budget workbook and caseload</li> <li>Requests for new IT equipment</li> <li>Time studies/time keeping support</li> <li>Allowable costs</li> </ul>   | Email your agency's LPC or <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a>   |



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|                               | <ul style="list-style-type: none"> <li>Contract, amendment letters, Statement of Work funding, and Requests for Reallocations</li> </ul>  |   |
| Monitoring Team               | <ul style="list-style-type: none"> <li>Routine programmatic quality assurance</li> <li>Questions &amp; support about WIC monitor processes.</li> </ul>  | <a href="mailto:WICprogrammonitoring@doh.wa.gov">WICprogrammonitoring@doh.wa.gov</a><br><a href="#">Questions for State WIC Program Monitoring Unit</a>   |
| Nutrition Service Plan        | <ul style="list-style-type: none"> <li>Questions about annual Nutrition Service Plans</li> </ul>  | <a href="mailto:wicnsp@doh.wa.gov">wicnsp@doh.wa.gov</a>  |
| Policy Support                | <ul style="list-style-type: none"> <li>Policy related questions or information</li> <li><a href="#">WIC Policy and Procedures   Washington State Department of Health</a></li> </ul>  | <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a><br>Call 1-800-841-1410 ext. 3, then 1<br>Monday – Friday 8:00am-5:00pm   |
| Records Request               | <ul style="list-style-type: none"> <li>Request for entire WIC record: Requires completed Request for WIC Record form</li> <li>Request for records between 2018-2019: Requires completed Request for WIC Record form</li> <li>Non-Custodial Parents: Requires completed Request for WIC Record form</li> <li>Other WA state agencies (Release of Information is typically attached to request)</li> <li>Attorney requests (Release of Information is typically attached to request)</li> </ul> | <a href="mailto:wicinformationrequests@doh.wa.gov">wicinformationrequests@doh.wa.gov</a><br><a href="#">Link to Policy Chapter 25 Appendix</a><br>Note: Only email completed Request for WIC Record form using encrypted email or fax to 360-236-3777 |
| Staff and Clinic Changes      | <ul style="list-style-type: none"> <li>Update or change clinic information (address, phone, hours, etc.)</li> <li>Update Learning Center staff profiles</li> <li>Share changes for fiscal and contract staff</li> </ul>   | <a href="#">WIC Staff and Clinic Online Form</a>  |
| Training/Learning Center (LC) | <ul style="list-style-type: none"> <li>Questions about specific clinic staff training and training resources</li> <li>Local staff LC accounts, documentation of group training</li> <li>Help with problems accessing course or post test</li> </ul>   | <a href="mailto:wawictraining@doh.wa.gov">wawictraining@doh.wa.gov</a>  |
| Vendor Management             | <ul style="list-style-type: none"> <li>Questions about authorized WIC stores and locations</li> <li>Point of Sale (POS) issues at store</li> <li>Participants unable to purchase items at store (can also refer to WICShopper App’s “I couldn’t buy this!”)</li> <li>Complete online form if participant has concerns about treatment in stores, etc.</li> </ul>  | <a href="mailto:wicretailmanagement@doh.wa.gov">wicretailmanagement@doh.wa.gov</a><br><a href="#">WIC Incident Report Form Online Form</a>  |



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| Inquiries On:   | About:  | Email Addresses & Forms:   |
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| WIC Billing - A19 Invoices and Final WIC Expense Report | <ul style="list-style-type: none"> <li>A19s, backup documentation, and WIC Expense Reports</li> </ul>   | <a href="mailto:wicbudgets@doh.wa.gov">wicbudgets@doh.wa.gov</a>   |
| WIC Foods   | <ul style="list-style-type: none"> <li>All formula and foods related questions</li> </ul>   | <a href="mailto:wawicfoods@doh.wa.gov">wawicfoods@doh.wa.gov</a>   |
| WIC Interest Form                                       | <ul style="list-style-type: none"> <li>Interested individuals or referring organizations can submit this form and a local WIC clinic will contact the individual</li> </ul> | <a href="#">WIC Interest Form</a> <ul style="list-style-type: none"> <li>Text "WIC" to 96859</li> <li>4 messages per delivery</li> <li>Message and data rates may apply</li> <li>Reply HELP or STOP for assistance or opt out</li> </ul> |
| WICShopper App  | <ul style="list-style-type: none"> <li>Shopper App questions and support</li> </ul>   | <a href="mailto:wicshopperapp@doh.wa.gov">wicshopperapp@doh.wa.gov</a>   |

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To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay)

or email [wic@doh.wa.gov](mailto:wic@doh.wa.gov).

