



WIC Vendor eBulletin April 2024

Welcome to the Washington State Department of Health WIC Vendor e-Bulletin. Please share this with all staff involved in WIC. **READ, INITIAL, and place in WIC Training binder.**

You can find a copy of this document and back issues of e-Bulletins on our DOH WIC website: <http://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>.

Contact us at WICRetailManagement@doh.wa.gov or 1-800-841-1410 Ext. 2 if you have questions or need assistance.

Welcome Walgreens to WIC!

We are pleased to welcome Walgreens as WIC approved vendors!

WIC participants can now purchase approved foods and formula at any of the 125 locations in Washington State.

We look forward to working and partnering with you.



Deactivation of Temporary WIC Hypoallergenic Formula

Formula Name and Size	UPC
Comforts Hypoallergenic Powder 12.6oz	041260385728
Parent's Choice Hypoallergenic Powder 12.6oz	681131222518
Pepticate Powder 400g	749735000915

Since the supply for Nutramigen is now healthy, we are deactivating the formulas shown above. These formulas will no longer be issued to WIC participants as of April 1, 2024.



The remaining hypoallergenic formulas on our formulary are: Similac Alimentum and Enfamil Nutramigen. Scan the QR code to see a full list of WIC approved formulas with pictures.

Foods Added to the Approved Product List



Washington WIC is only able to provide foods that are on our Authorized Product List (APL). When people or companies submit new foods, we conduct a review of the item to verify the product meets all WIC requirements. Once verified, we can add it to the APL and WIC participants will have the choice to buy the item.

We review and approve submitted foods often. In order for participants to be able to purchase the added foods, please make sure your POS system is updated.

If you have foods you'd like to submit for review, you can visit [Submit Foods for Review - Vendors | Washington State Department of Health](#) or scan the QR code.



Vendor Interactive Training Schedule 2024

All WIC authorized stores must attend an interactive training within the current contract period, which ends on September 30, 2026. We have created a schedule of upcoming **on-line and in-person interactive trainings** this year to help you accomplish this goal. Additional trainings will eventually be scheduled for 2025 and 2026, but we encourage stores to not wait to fulfill this requirement.

Your store can sign up for an interactive training by clicking your preferred training link below to register.

Sign up for an **English online or in-person** training by registering at: <https://doh.wa.gov/you-and-your-family/wic/wic-vendors/training>.

English Online Training Schedule:

- May 15, 2024: 9:00am – 10:30am
- July 17, 2024: 2:00pm – 3:30pm
- September 18, 2024: 9:00am – 10:30am
- November 13, 2024: 2:00am – 3:30pm

English In-Person Training Schedule:

Date / Times	Location
April 17, 2024: (10am-12pm or 1pm-3pm)	Clark County Public Health - Washougal
June 5, 2024: (10am-12pm or 1pm-3pm)	Spokane NE Community Center
August 22, 2024: (10am-12pm or 1pm-3pm)	Yakima Valley Farm Workers Clinic, Toppenish
October 30, 2024: (10am-12pm or 1pm-3pm)	Northshore Public Health, Totem Lake

Sign up for a **Spanish In-Person** training by registering at: <https://doh.wa.gov/es/you-and-your-family-wic-wic-vendors/informacion-de-capacitacion-para-proveedores-de-wic>.

Spanish In-Person Training Schedule:

Date / Times	Location
June 6, 2024: (10am-12pm)	Spokane NE Community Center
August 21, 2024: (1pm-3pm)	Yakima Valley Farm Workers Clinic, Toppenish

WIC Shopping Guides



Just a reminder, the updated Washington WIC Shopping Guide is available.

You can now view the Shopping Guide on our website at <https://doh.wa.gov/you-and-your-family/wic/shopping-wic/wic-shopping-guide> or by clicking the photo. It is available in 17 languages.

Additional Shopping Guides and other WIC materials can be ordered at: [WIC Vendors \(myprintdesk.net\)](http://myprintdesk.net).

Mid-Transaction

Foods that are being redeemed off a WIC participants benefits will be listed on the mid-transaction receipt or screen. This is the point where foods can be added or removed instead of voiding the entire transaction.

It is important for WIC participants to review this before selecting "yes" or "no" on the pin pad since benefits can't be returned on a WIC Card when the final transaction is complete.

If the mid-transaction **prints** out on your POS system, it's important to hand that to the WIC participant at that time.

Being able to see what's being redeemed helps WIC participants when making their selection.



```
*****  
* eWIC Benefit Redemption/Purchase *  
*****  
0.30 $$$ Fruit Veg - WIC  
1 BANANAS GREEN 0.30  
* End of Benefit Redemption/Purchase *  
*****  
+++ Remaining eWIC Benefits +++
```

WICShopper App Feature



"I Couldn't Buy This"

WIC participants have the convenience of using the WICShopper App to communicate with state staff regarding issues encountered while purchasing WIC approved foods at their preferred stores.

Stores can also use this feature to report any foods that aren't able to be purchased. By clicking "I Couldn't Buy This" on the app, it streamlines the process, allowing you to report discrepancies or challenges in real-time.

Once details about the food item is submitted, it contacts the state WIC staff directly.

The WICShopper App enhances communication channels, which allows state staff to promptly investigate the issue and notify stores the outcome of adding the food or not.

Washington WIC Invites Public Comments

April 8, 2024 - June 15, 2024

Help shape the future of Washington WIC!

We'd love to hear your thoughts about WIC and our services:

- What do you like about WIC?
- What would you like to change about WIC?
- Are we missing anything in the services families or stores receive from WIC?



Some of the best ideas for improving services come from the families receiving WIC services and grocery & pharmacy stores where participants use their WIC cards to purchase over \$81 million worth of healthy foods every year.

We invite grocery & pharmacy stores' staff to share ideas about how we can make it easier to support you [our vendors] and your WIC customers in your communities.

To learn more and send feedback about WIC's Public Comment period, visit [Contact WIC | Washington State Department of Health](#) or scan the QR code.

Washington State WIC is grateful to you for your dedication to providing nutritious foods for program participants and continuing to support the WIC program.

CONTACT US

Washington State Department of Health
Office of Nutrition Services, WIC Vendor Management
(800) 841-1410 Ext. 2

WICRetailManagement@doh.wa.gov
<https://www.doh.wa.gov/YouandYourFamily/WIC/WICVendors>

WIC Foods: WaWICFoods@doh.wa.gov

Complaints: www.doh.wa.gov/youandyourfamily/WIC/makeacomplaint

For all POS related issues contact your POS Provider

This institution is an equal opportunity provider. **Washington State WIC Nutrition Program doesn't discriminate.**
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.



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