



# The New Hampshire WIC Register

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*NH WIC inspires, promotes and supports healthy behaviors.*

*The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provide nutritious foods, nutrition education, breastfeeding support, and health care referrals to low-income women, infants, and children. The WIC Program is a federally funded program offered by the Food and Nutrition Service, US Department of Agriculture. The NH Department of Health and Human Services, Division of Public Health Services, Nutrition Services Section operates WIC in New Hampshire.*

## Online WIC Form Submission

The WIC Nutrition Program is pleased to be the first DHHS Program to meet the Governor's mandate for having government forms available electronically to the public. The WIC Program has worked for the last year using the NH Online Forms application for this purpose. WIC vendors (grocery stores and pharmacies) will now be able to submit all forms previously done by paper through NH Online Forms.

Governor Hassan mandated that all forms that businesses need to file with the State be made accessible electronically. We are happy to have met this mandate and are excited to introduce our vendors to the process. This process will allow all WIC authorized vendors to submit the following forms electronically:

- WIC Applications
- WIC Price Surveys
- WIC Vendor Agreements

To submit WIC forms electronically all vendors will need to register at the following website to establish an online account: <https://forms.nh.gov/nforms>.

Effective November 16, 2015 the forms listed above will be available electronically through this website. All WIC vendors can now electronically file the above forms.

A training manual for this website will be emailed to you explaining how to register, submit forms and track your submissions after a form is submitted.

If you have any questions, please feel free to contact Laurie Desmarais at 603-271-4935 or [lfdesmarais@dhhs.state.nh.us](mailto:lfdesmarais@dhhs.state.nh.us)

**Happy Holidays!**

**Register Routing:** Store Owner(s)\_\_\_\_, \_\_\_\_ Store Manager\_\_\_\_, \_\_\_\_ Assistant Manager\_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_  
 CSM'S\_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_ Grocery Managers\_\_\_\_, \_\_\_\_, Bookkeeper\_\_\_\_, \_\_\_\_ Trainers\_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_  
 Head Cashiers\_\_\_\_, \_\_\_\_ Service Desk Personnel\_\_\_\_, \_\_\_\_, \_\_\_\_ Other Store Personnel\_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_, \_\_\_\_

# Nutrition Corner

## Eat Well America: November is Diabetes Month

Diabetes is the 7th leading cause of death in New Hampshire. In 2013, 9.2% of New Hampshire adults reported having been diagnosed with diabetes, and about 6.8% of New Hampshire adults reported having been diagnosed with prediabetes, a risk factor for type 2 diabetes. Diabetes increases the risk of heart disease, hospitalizations, lower extremity amputations, kidney disease, and vision loss.

This year's theme of eating well means more than just eating healthy. According to the American Diabetes Association, eating well means enjoying food that is delicious, nutritious and simple to prepare. To find healthy recipes go to:

<http://www.diabetes.org/food-and-fitness/food/what-can-i-eat/making-healthy-food-choices/?loc=ff-slabnav>

In New Hampshire, the Department of Health and Human Services offers several resources.

Diabetes Self-Management Education (DSME) programs provide education and support to help you manage your diabetes. Through these programs, a person with diabetes works with an experienced diabetes educator who offers one-on-one and group education and ongoing support to manage your diabetes. The program teaches people to read food labels, count carbohydrates and check blood sugar, find an ideal body weight and target blood sugar level, and take diabetes medicines properly. Many insurance companies cover diabetes education programs. For a map of Diabetes Self-Management Education Programs in New Hampshire visit:

[www.dhhs.state.nh.us/dphs/cdpc/diabetes/index.htm](http://www.dhhs.state.nh.us/dphs/cdpc/diabetes/index.htm)

Another resource in New Hampshire is Certified Diabetes Educators (CDE). CDEs are health professionals such as nurses and dietitians who teach people with diabetes how to manage their condition. Ask your health care provider for a referral to a diabetes educator or go to <http://nhdiabetes.org/category/educator/>

**To learn more about diabetes prevention visit:**

<http://www.dhhs.nh.gov/dphs/cdpc/diabetes/> or <http://nhdiabetes.org/>

## Whole Grain Options

We have received phone calls from participants and stores inquiring if bread is considered a whole grain option. When a participant's voucher states “\_\_\_ package Whole Grain Option (See WIC Approved Food List)” this means they can choose a package from one of the following WIC approved whole grain options:

- Whole Wheat Bread
- Brown Rice
- Tortillas (corn or whole wheat)
- Oatmeal
- Whole Wheat Pasta

If you have any questions, please feel free to contact Laurie Desmarais at 603-271-4935 or [lfdesmarais@dhhs.state.nh.us](mailto:lfdesmarais@dhhs.state.nh.us).



## You say PO-tato, I say pah-tah-TO.....

This edition of the Register Contest will challenge your knowledge of WIC foods and how well you retained the facts from our Nutrition Corner article in the March 2015 edition.

1. True or False (circle your answer)  
Potatoes that are blue, red or orange are now WIC approved.
2. True or False (circle your answer)  
Spinach has more potassium than potatoes.
3. True or False (circle your answer)  
Potatoes contain no fat, sodium or cholesterol.

Name: \_\_\_\_\_ Store: \_\_\_\_\_

Store Address: \_\_\_\_\_

Return a **completed** form to Laurie Desmarais at the address listed on the entry form.

Mail to: WIC Program, 29 Hazen Drive, Concord, NH 03301-6504 or fax to: Laurie Desmarais, Vendor Manager at 603-271-4779. Good luck!

The first five entries that are received and have all the correct answers will receive a prize. This contest is only open to store personnel who work for stores that are currently participating in the NH WIC Program. The winner will be announced in the next edition of the *WIC Register*. If several people from one store would like to enter the contest they may make additional copies of the contest and submit them separately.

## Vendor Training

One of the topics we covered in the mandatory vendor training last spring was employee training.

Owners/Managers are required to have all employees that handle WIC transactions or do billing for the store to not only be trained but also ensure their knowledge of the WIC Program policies and procedures. Stores must be able to show proof of training when asked by a WIC Program representative. We require documentation of the following types of training:

- New Employee
- Adjustment Notices
- All WIC updates from the State WIC Agency.

This documentation (training logs) must have date of training, name and signature of person trained, topic of training, training materials and trainers name. Training materials are available on the vendor website located at: <http://www.dhhs.nh.gov/DHHS/WIC/vendors.htm> or by contacting the WIC Program at 1-800-852-3310 Ext. 4935.

If you have any questions please contact Laurie Desmarais at 603-271-4935 or email [lfdesmarais@dhhs.state.nh.us](mailto:lfdesmarais@dhhs.state.nh.us).



NH Department of Health and Human Services  
Division of Public Health Services  
Nutrition Services Section  
29 Hazen Drive  
Concord, NH 03301-6504  
Attn: Laurie Desmarais, Editor

Phone: 603-271-4546  
Toll-Free: 1-800-852-3310 ext. 4546

## WIC PRICE SURVEYS

New price surveys will be available as of November 16th and can be submitted electronically using the NH Online Forms application located at: <https://forms.nh.gov/nforms>. Please make sure staff is using the WIC Approved Food list with the effective date of July 2015 when completing the price survey. ***If your corporate office completes your price survey for you then you do not need to register on this website.*** Someone from the corporate office will register and submit the price survey for you. If you are unsure contact your corporate office for confirmation.

The price surveys can be submitted electronically and are due no later than **December 4, 2015**. If you have any questions, please contact Laurie Desmarais at 603-271-4935 or [lfdesmarais@dhhs.state.nh.us](mailto:lfdesmarais@dhhs.state.nh.us).

## eWIC/EBT UPDATE

New Hampshire WIC is finalizing the IAPD (implementation advanced planning documents) that will be submitted to USDA for approval to begin eWIC services. Once approved we can begin the implementation planning phase of moving to an electronic benefits card. eWIC is an electronic benefit card that will replace WIC paper vouchers. More updates will be shared as they are available.

## WIC FAQs (Frequently Asked Questions)

This section is a summary of questions that we receive at the State WIC office. If you have any questions related to your WIC business, we encourage you to call Laurie Desmarais, Vendor Manager at 1-800-852-3310 ext.4935.

**Q: How do stores determine the correct infant formula that participants should be purchasing?**

**A:** Formula is not listed on the WIC Approved Food List that participants receive. Cashiers should always read the voucher. The “brand, type and size” will let the cashier know what they should be purchasing. No exceptions are allowed!

**Q: Why can't invoices be processed if they are missing a signature?**

**A:** USDA requires that all invoices have a signature. The signature lets the WIC Program know who completed the invoice and who is responsible if we have questions.

