



# 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.*

## WIC Welcomes Lissa Sirois as New Director

The New Hampshire Nutrition Services Section, WIC Program welcomed Lissa Sirois as our new State WIC Director in late February. Lissa has worked at the State Department of Health and Human Services since 2007. Lissa was the WIC Program Director in Lowell, Massachusetts prior to coming to the Nutrition Services Section.

Within NH's WIC program she has coordinated the Folic Acid and Breast Feeding Promotion Programs. Her deep understanding of the nutritional needs of women, children and families in New Hampshire and her growing expertise in quality improvement make her extremely well suited to lead the Nutrition Services Section just as we are about to take on exciting new challenges.

Please feel free to email Lissa at: [Lissa.A.Sirois@dhhs.state.nh.us](mailto:Lissa.A.Sirois@dhhs.state.nh.us) if you would like to welcome her or ask any questions.

Margaret Murphy retired in January, after 8 years of directing the NH WIC Program at the Department of Health and Human Services. We wish her well in her retirement and all further endeavors!



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



# Find Your Healthy Eating Style & Maintain It for a Lifetime

Start with small changes to make healthier choices you can enjoy.

Between hectic schedules, tight budgets, and caring for children, sometimes it's easier said than done when it comes to healthy eating. **MyPlate, MyWins** is here to make healthy eating easier with real life solutions you can apply today.

**MyPlate, MyWins** is all about finding a **healthy eating style** that works for you and fits with your everyday life. **MyPlate, MyWins** tips and tools will guide you in making small, practical changes that add up to big successes over time.

#MyPlateMyWins - See more at: <http://www.choosemyplate.gov/families-individuals#sthash.TqXk7XMT.dpuf>

Follow the **MyPlate** building blocks to create your own healthy eating solution—**"MyWins."**

←

Choose foods and beverage from each food group—making sure that your choices are limited in sodium, saturated fat and added sugars.



Everything you eat and drink matters. The right mix can help you be healthier now and into the future. Find your MyWins!

Visit [ChooseMyPlate.gov](http://ChooseMyPlate.gov) to learn more.

Center for Nutrition Policy and Promotion  
January 2016

is an equal opportunity provider and employer.

## WIC Billing

We have recently been seeing a reoccurrence of billing challenges. When your cash/accounting staff is completing the WIC invoices they must remember the following:

- All invoices must be filled out completely.
- The store address must be written on all invoices.
- A calculator/adding machine tape must accompany all invoices.
- Stores must keep the voucher stub and receipts with the goldenrod copy in the store. (do not submit them with the voucher unless you want us to review them)
- All invoices must be signed at the bottom of the invoice.
- All vouchers **MUST** be submitted within 30 days of purchase date on voucher.
- **Do not put more than 150 vouchers in one invoice.**

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).

# Eat Well America: November is Diabetes Month

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 November 2015 edition.

1. True or False (circle your answer)  
Diabetes is the 7<sup>th</sup> leading cause of death in New Hampshire.
2. True or False (circle your answer)  
Diabetes does not increase the risk of heart disease.
3. True or False (circle your answer)  
Many insurance companies cover diabetes education programs.

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

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

Return a **completed** form to Laurie Desmarais.

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. 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

Please remind/train your cashiers that they should be following WIC procedures when completing a WIC transaction. The steps include:

- Asking for a valid ID from participant and a Proxy card and Valid ID from a proxy.
- Check valid dates on vouchers.
- Read the voucher, checking quantities and the prescribed foods allowed.
- Review the WIC Approved Food List to match foods selected.
- Have the Payee/Proxy complete the purchase date, purchase amount and sign the voucher.
- When the voucher is given back to the cashier they should be checking on the following:
  - Was the date entered correctly?
  - Was the purchase amount entered correctly?
  - Did they sign the voucher?

We are denying far too many vouchers for missing purchase dates, missing purchase amounts and missing signatures.

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

## PRICE CHANGES

As our economy changes we are seeing prices increasing on various products. The NH WIC Program sends out a new price survey twice a year in December and June so vendors can update the price changes for WIC approved products.

When a price increases between December and June or June and December, vendors are required to contact the NH WIC Program before charging the new price. The WIC Program will let the vendor know if the price they are requesting is competitive with other similar sized vendors around them and whether or not the change has been approved. The price may not be changed without approval.

We have been experiencing an increase of vendors changing a price and not contacting us. We learn about the price change when the vouchers are received for payment and the computer edit determines a price change has happened. The voucher gets denied due to an overcharge adjustment.

If the WIC Program accepts the price change, it will only be made effective as of the date we are notified. Any prior vouchers will be paid at the price listed on the price survey that was in effect the date the voucher was accepted by the vendor. If you have any questions regarding price changes please contact me at 800-852-3310 Ext. 4935.

## eWIC/EBT UPDATE

We are in the process of purchasing a scanner and software to collect UPC codes at stores. Most of the UPC codes we will get electronically from stores and manufacturers. However there will be some that we will need to obtain by coming to your stores and scanning the products. We will let you know if we will be coming to your store to do this.

New Hampshire WIC has finalized the IAPD (implementation advanced planning documents) and submitted to USDA for approval to begin eWIC services. We are still waiting for approval and funding from USDA. 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: Can our store use WIC approved shelf tags that we develop and print?**

**A:** Yes, as long as they are approved by the WIC Program prior to use. Remember, WIC approved shelf tags must be under all WIC approved products in the food category. Stores are not allowed to promote one product over another in a food category. Vendors can decide for which food categories to use the shelf tags. For instance a vendor may find that the bread category needs shelf tags but the cheese category does not.

**Q: Does the store have to put the vendor number on every voucher?**

**A:** The policy in the WIC Program Store Handbook states, a vendor must include the vendor number on all vouchers as well as the invoice. Your vendor number is what identifies which store has submitted the voucher for payment. Please be careful when using a vendor number stamp not to cover up the purchase amount listed above the vendor number box. We can't pay the voucher if we can't read the purchase amount.