

IX. FOOD DELIVERY and FOOD INSTRUMENT (FI) ACCOUNTABILITY AND CONTROL

(Please indicate) State Agency: New Hampshire for FY FFY 24

Food delivery and food instrument (FI) (*Food instrument* means a voucher, check, electronic benefits transfer card (EBT), coupon or other document which is used by a participant to obtain supplemental foods) accountability and control involve the production, issuance, redemption, and monitoring of automated and manual food instruments through retail systems and the delivery of WIC Program foods by non-retail methods, i.e., home delivery and direct distribution.

During a disaster or public health emergency, or supply chain disruption, the State agency may request to implement existing WIC regulatory and programmatic flexibilities or waivers to support the continuation of Program benefits and services. State agencies should consider the overarching authority, i.e., Stafford Act, Access to Baby Formula Act, or provision(s) authorized by Congress, and duration before developing a policy and procedure. The State agency must provide a detailed description of how it plans to operationalize the flexibility or waiver through their procedure manual where applicable. Please note the State Plan Guidance is not intended to capture a description of waivers authorized by Congress with separate reporting requirements.

Executive Order (EO) 13988, "*Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation.*" was issued to all Federal Agencies. The EO set out policies that all persons are entitled to dignity, respect, and equal treatment under the law, no matter their gender identity or sexual orientation. The EO does not usurp section 17 of 42 U.S.C, as amended or applicable regulations, rather it complements the language in the nondiscrimination statement. Following the contents of the EO, State agencies must update their policies and procedures to align with the contents of the EO and the nondiscrimination statement.

Electronic Benefit Transfer (EBT) Implementation and Management

A. [Electronic Benefit Transfer \(EBT\): 246.4\(a\)\(1\), \(a\)\(14\)\(xix\), \(a\)\(14\)\(xx\), \(a\)\(19\), 246.12\(h\)\(3\), \(w\)-\(bb\)](#): describe the policies and procedures the State agency is using to implement and operate EBT

Retail Food Delivery Systems

B. [Food Instrument Control Overview - 246.4\(a\)\(11\)\(iii\), \(a\)\(14\)\(i\), \(a\)\(14\)\(vi\), and \(a\)\(14\)\(xii\)](#): describe the policies and procedures used by the State agency in producing, monitoring and accounting for the use of food instruments.

C. [Food Instrument Pick-up and Transaction - 246.4\(a\)\(11\)\(iii\) and \(a\)\(14\)\(vi\)](#): describe the State agency's procedures for issuing food instruments to participants, including procedures for verification, prorating food packages, training and proxy policies.

D. [Food Instrument Redemption and Disposition - 246.4\(a\)\(14\)\(vi\)](#): describe the procedures used to reconcile food instruments as either issued or voided, and as either redeemed or unredeemed, and redeemed food instruments as either validly issued, lost/stolen/damaged, expired, duplicate, or not matching issuance records.

E. [Manual Food Instruments - 246.4\(a\)\(11\)\(iii\), \(a\)\(14\)\(i\), \(a\)\(14\)\(vi\) and \(a\)\(14\)\(ix\)](#): describe the procedures for issuing and accounting for manual food instruments, including the procedures for documentation and disposition.

F. [Special Food Instrument Issuance Accommodations, 246.4\(a\)\(11\)\(iii\), \(a\)\(14\)\(i\), \(a\)\(14\)\(vi\), \(a\)\(14\)\(ix\), \(a\)\(14\)\(xiv\), and \(a\)\(21\)](#) mail or electronic issuance) and how the integrity of program services and fiscal accountability is ensured.

G. [Vendor Cost Containment System Certification - 246.4\(a\)\(14\)\(xv\), 246.12\(g\)\(4\)\(vi\)](#): describe the competitive pricing and reimbursement methods that the State agency will implement to ensure that average payments per food instrument to above-50-percent vendors do not exceed average payments per food instrument to comparable regular vendors.

Non-Retail Food Delivery Systems

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H. Home Food Delivery Systems - 246.4(a)(11)(iii), 246.4(a)(14)(i), (a)(14)(vi), (a)(14)(vii) and (a)(14)(xii): describe how the State agency's home delivery system operates including but not limited to the types of authorized home food delivery contractors, the frequency of deliveries, and the procedures for documenting deliveries and ensuring safe food delivery of WIC foods, if applicable.

I. Direct Distribution Food Delivery Systems - 246.4(a)(11)(iii), (a)(14)(i), and (a)(14)(vi), (a)(14)(vii), and (a)(14)(xii): describe the methodology and procedures used in the direct distribution of supplemental foods, including types of foods distributed, warehouse and distribution centers, the verification process, and assurance of food safety, as applicable.

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A. Electronic Benefit Transfer (EBT)

1. Is EBT implemented statewide?

Yes (*Proceed to question 2*)

No (*Continue to 1.a.*)

a. Does the State agency have an active EBT Project as of July 31, 2016?

Yes No

b. Does the State agency follow APD requirements for EBT management and reporting?

Yes No

2. What is the State agency policy for permitting replacement cards and transfer of balances per [7 CFR 246.12\(bb\)\(2\)](#)?

NH allows replacement cards. We have not had any reason to set a limit on the number of replacement cards at this time.

3. What are the State agency procedures for providing customer service during non-business hours for EBT cards per [7 CFR 246.12\(bb\)\(3\)](#)?

Clients use the Conduent's automated system to check benefit balances and update their PIN. They can also use the MIS client portal to check their benefit balance. Live customer service will be available through the local and State agency during normal work hours.

4. Does the State agency use the formula for EBT terminal minimum lane coverage in [7 CFR 246.12\(z\)](#)?

Yes No

a. If no, please provide the date of the approval of the approved alternative installation formula as required per 7 CFR [246.12\(z\)\(2\)](#).

B. Food Delivery and Food Instrument Control Overview

1. Food Instruments (i.e., vouchers, checks, EBT cards, coupons or related documents) - General

a. The State agency uses the following types of FIs (check all that apply):

EBT cards

Paper food instruments

Automated-point of certification

Manual-individual prescription

Pre-printed manual-standard prescription

Automated-central generation

Mobile Payment

Other (specify): [Click or tap here to enter text.](#)

b. The State agency conducts FI inventories (Place an S=[State agency] or L=[Local agency] under the appropriate column to designate primary responsibility):

Automated - EBT Cards

Daily/perpetually

S & L Other (Specify): Local and State = Monthly

Physical - Paper FIs

Daily

Weekly

Monthly

Other (specify): [Click or tap here to enter text.](#)

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c. The FI contains/allows for the following information (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> Not applicable | <input type="checkbox"/> Local agency identifier |
| <input type="checkbox"/> Participant WIC ID number | <input type="checkbox"/> Vendor/farmer endorsement |
| <input type="checkbox"/> Countersignature for participant/proxy | |
| <input type="checkbox"/> Authorized supplemental foods | |
| <input type="checkbox"/> First date of use | <input type="checkbox"/> Last date of use |
| <input type="checkbox"/> Redemption period | <input type="checkbox"/> Serial number |
| <input type="checkbox"/> Purchase price | <input type="checkbox"/> Signature space |

Provide a facsimile of FI in Appendix or cite Procedure Manual: eWIC Card Attachment

d. The EBT system allows for the following (check all that apply):

- A unique and sequential number benefit issuance identifier
- Each EBT purchase is matched to an authorized vendor, farmer, or farmers' market prior to authorizing payment per [7 CFR 246.12\(x\)\(3\)](#)
- System contains authorized supplemental foods
- System contains first and last dates of use for electronic benefits

e. The State agency provides a toll-free number for participant/vendor/farmer inquiries on:

- Paper Food Instrument Cash-value voucher EBT Card/Sleeve None

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

2. Food Instrument Accountability

a. FIs are delivered to local agencies by:

- | | |
|--|--|
| <input checked="" type="checkbox"/> State agency staff | <input checked="" type="checkbox"/> Local agency staff |
| <input type="checkbox"/> US Postal Service | |
| <input type="checkbox"/> On-demand printing | |
| <input type="checkbox"/> Contracted service (e.g., UPS, Purolator, etc.) | |
| <input type="checkbox"/> Other (specify): Click or tap here to enter text. | |

b. FIs (blank stock and preprinted ready for issuance) are delivered to the local agency (check all that apply):

Blank

- Not applicable
- Weekly
- Twice a month
- Once a month
- Once every two months
- Other (specify):

Preprinted

- Not applicable
- Weekly
- Twice a month
- Once a month
- Once every two months
- Other (specify):

Blank Specify: [Click or tap here to enter text.](#)

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Preprinted Specify:

c. The State agency uses the following procedures to ensure that unclaimed paper FIs are not being used fraudulently (check all that apply):

- Not Applicable
- Signatures on the documentation of receipt are compared for similarities in writing style implying one person signed for multiple participants
- Local agencies conduct an initial review to void food instruments for participants known to have been terminated from the Program
- Inventories of food instruments are not conducted by the same local agency staff responsible for issuing/voiding food instruments
- Procedures are in place to ensure the proper disposal of unused/duplicate/voided FIs
- Other (specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

3. The State agency has established food delivery procedures in cases of natural disaster and emergencies for the following (check all that apply):

- Manual issuance Automated issuance
- Mailing Home food delivery
- Direct distribution Remote issuance
- Other (specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

C. Food Instrument Pick-up and Transaction

1. Food Instrument Pick-Up Policy and Procedures

a. Food instruments are issued by (check all that apply):

	All Locals	Most Locals	Some Locals
Local agency director	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Local agency nutritionist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local agency paraprofessional	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clerical staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Click or tap here to enter text.](#)

b. The State agency utilizes a participant identification card:

- Yes Yes, with photo No

If yes, issuance is controlled numerically, and each card is accounted for:

- Yes No

c. The State agency requires the following proof of receipt when issuing paper food instruments or EBT cards:

- Participant/parent/caretaker/proxy signature on register confirming receipt
- Local agency staff initials
- Date of food instrument pick-up

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- Stub with participant signature or initials
- Other (specify): The MIS system captures participant/proxy signature, date, and staff person; for remote appointments a "Manual Signature" is generated/captured.

d. The State agency has a policy to prorate food packages for the following:

- Late FI pick-up
- Certification due to expire within 30 days
- Mid-month certification
- Other (specify): Lost/Stolen benefits for formula, and any custody changes and new family member additions.

e. The State agency requires local agency staff to provide each new participant/parent/caretaker/proxy with training in (check all that apply):

- Authorized vendors/farmers
- Selecting WIC-approved foods
- Transaction procedures
- Use of proxy
- Reporting problems/requesting assistance
- Participant violations (i.e., selling or offering to sell WIC benefits)
- Other (specify): Signature is obtained for eWIC card on signature pad and recorded in the MIS; for remote appointments a "Manual Signature" is generated/captured.

f. The State agency requires local agency staff to provide participants with a list of authorized vendors/farmers/farmers' markets:

- Yes
- No

g. The State agency permits a participant to transact food instruments with any authorized vendor or farmer/farmers' market in the State:

- Yes
- No

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

2. The State agency's proxy policy includes the following:

- Limits the number of participants a single proxy may sign for, except that a proxy may pick up FIs for all homeless WIC participants in a facility
- Limits proxy to a specified number of FI pick-ups
- Limits proxy to a minimum age
- Limits proxy assignment to local WIC staff
- Other (specify): No NH WIC staff, volunteers, or employees of authorized NH WIC Vendors are allowed to be a NH WIC Proxy.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [NH PPM Chapter 9B Appointment Proxy](#)

D. Food Instrument Redemption and Disposition

1. Food Instrument Disposition Procedures for paper FI issuance

a. The State agency system assures 100% disposition of all issued FIs

- Yes
- No

If no, specify the circumstances that prevent 100% disposition: [Click or tap here to enter text.](#)

b. Local agencies are supplied with a report on the final disposition of its FIs:

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Yes (specify period): Monthly redemption No

c. The State agency monitors each local agency's:

- Number of manual FIs utilized
- Number of unclaimed FIs
- Number of voided FIs
- Number of redeemed FIs with no issuance record

2. Unclaimed, Voided, Prorated FIs

a. The State agency requires local agencies to return "unclaimed/not picked up" paper FIs or EBT cards:

- Not applicable Daily Weekly Monthly
- Other (specify): [Click or tap here to enter text.](#)

b. The State agency requires local agencies to return "voided" FIs:

- Not applicable Daily Weekly Monthly
- Other (specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

3. Lost/Stolen/Damaged Food Instruments

a. The State agency requires local agencies to report lost/stolen/damaged FIs to (check all that apply):

- State agency Police department State agency's banking institution
- EBT Coordinator
- Other (specify): Recorded in MIS as reported by participant or through Conduent IVR toll free number and portal.

b. Replacement/duplicate FIs Issuance

(1) Replacement/duplicate FIs are issued when FIs are reported lost:

- No
- Depends on the circumstances
- Yes (If FIs are reissued, it is done):
 - Immediately
 - Following notification of State agency/bank agency
 - After a [Click or tap here to enter text.](#) day waiting period (specify number of days)

(2) Replacement/duplicate FIs are issued when FIs are reported stolen:

- No
- Depends on the circumstances
- Yes (If FIs are reissued, it is done):
 - Immediately
 - Following notification of State agency/bank agency
 - After a [Click or tap here to enter text.](#) day waiting period (specify number of days)

(3) Replacement/duplicate FIs are issued when FIs are reported damaged:

- No

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- Depends on the circumstances
- Yes (If FIs are reissued, it is done):
 - Immediately
 - Following notification of State agency/bank agency
 - After a Click or tap here to enter text. day waiting period (specify number of days)
 - Other (specify): Click or tap here to enter text.

c. Is a police report required before replacement benefits are issued when reported stolen?

- Yes No

d. The State agency or its banking institution takes the following action after it is notified by the local agency of lost/stolen/damaged FIs (check all that apply):

- Stops payment on the lost/stolen/damaged FIs
- Notifies vendor or farmer
- Other (specify): Inactivates the eWIC card so if found it cannot be used.

Please provide a copy/citation of the State agency's policy and procedures that ensure that lost/stolen FIs cannot be redeemed OR lost/stolen/damaged EBT cards will be replaced and associated benefits transferred [\(7 CFR 246.4\(a\)\(14\)\(xix\)\)](#).

NH PPM Chapter 9C Replacement of Cards and Voiding and Replacing Benefits policies.

e. The local agency documents in the participant's file that replacement FIs were issued:

- Yes No

f. If it is established that lost/stolen/damaged FIs are transacted by the participant who reported them lost/stolen/damaged, the following actions are taken:

- A claim for cash repayment is issued to participant
- Participant is disqualified; specify the period of time: Click or tap here to enter text.
- Participant receives a warning
- Other (specify): N/A

g. If lost/stolen/damaged FIs are transacted by someone other than the participant, the following actions are taken, check all that apply:

- Reported to police for investigation
- State agency or local agency does an investigation
- State agency or local agency notifies the participant
- Other (specify): Review Program rules and importance of keeping PIN secure.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): Click or tap here to enter text.

h. The State agency monitors the level of reported lost/stolen/damaged FIs by local agency:

- Yes No

4. Benefit Redemption Review [\(7 CFR 246.12\(k\)\(1\)\)](#)

a. Describe in detail how the State agency sets maximum allowable reimbursement levels for payment for supplemental foods (including whether the State agency uses vendors' shelf prices to set maximum reimbursement levels and how reimbursement levels are linked to competitive price criteria). If the State agency sets maximum allowable reimbursement levels differently for above-50-percent vendors and regular vendors, please explain the different methods used.

The NTE for each Sub Category by peer group is calculated by the MIS System by using system redemption data over the last 30 days. The average is taken and a 2.0 Standard Deviation is applied. This calculation happens on a weekly basis.

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The system also allows an override amount for any sub category as needed by the State Agency. The system would use the higher of the two NTEs. NTE's can be established at the UPC level when enough data is collected by the MIS system during the last 30 days. The threshold is established in the MIS system for this calculation. NH does not allow 50% vendors

(1) The State agency establishes maximum allowable reimbursement levels for:

- (a) Each peer group Yes No
- (b) Each food instrument or food category Yes No
- (c) Other (please specify): Yes No

Click or tap here to enter text.

(2) The State agency establishes maximum allowable reimbursement levels using:

- (a) Standard deviations Yes No

If yes, specify the standard deviation number and explain how the State agency determined the standard deviation it used is appropriate: 2.0

- (b) A percentage above the average redemption amount Yes No

If yes, specify the percentage and explain how the State agency determined that this percentage is appropriate.

Click or tap here to enter text.

- (c) Other (please specify): Yes No

Click or tap here to enter text.

(3) The maximum allowable reimbursement levels include a factor to reflect:

- Yes No Wholesale price fluctuations; explain: [Click or tap here to enter text.](#)
- Yes No Inflation; explain: [Click or tap here to enter text.](#)
- Yes No Other (please specify): [Click or tap here to enter text.](#)

b. The State agency screens redemption requests through a pre-edit (before payment) or post-edit (after payment) process to detect the following:

Not Applicable	Pre-Edit Screen	Post-Edit Screen	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Purchase or requested price exceeds price limitations
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Altered purchase price
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vendor/farmer identification missing
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Invalid/counterfeit vendor/farmer identification
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transacted before specified period
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transacted after specified period
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Redeemed after specified period
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Altered dates
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Missing signature
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mismatched signature
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Altered signature
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (specify): Click or tap here to enter text.

c. When the payment amount on a food item exceeds the maximum allowable reimbursement amount, what action does the State agency take?

- Reimburses the vendor for amounts up to the maximum allowable reimbursement amount
- Reimburses the vendor at the peer group average
- Rejects the reimbursement request but allows the vendor to resubmit
- Rejects the reimbursement request without allowing the vendor to resubmit
- Other (please specify): [Click or tap here to enter text.](#)

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d. Where pre-edit screens are used, the proportion of FIs reviewed includes:

- All FIs Percentage of FI (Click or tap here to enter text.%)
 Other (please specify): Click or tap here to enter text.

e. The edit system(s) that use(s) maximum allowable reimbursement levels to screen for vendor overcharges rejects food instruments based on:

- | Pre-Edit | Post-Edit | |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Not To Exceed or Maximum Prices |
| <input type="checkbox"/> | <input type="checkbox"/> | Percentage above average (Click or tap here to enter text.%) |
| <input type="checkbox"/> | <input type="checkbox"/> | Amount above average (\$Click or tap here to enter text.) |
| <input type="checkbox"/> | <input type="checkbox"/> | Other (specify): Click or tap here to enter text. |

f. The following actions are used to control against unauthorized stores redeeming FIs:

- Provide up-to-date list of authorized vendors to participants at certification and/or issuance
 Remove a vendor/farmer/farmers' ability to conduct transactions when it is no longer authorized
 Conduct compliance buy to verify if unauthorized store transacts and redeems FIS
 State agency or its banking institution checks vendor/farmer/farmers' market ID numbers on redemption requests against the authorized vendor/farmer/farmers' market list before paying vendors/ farmers/farmers' markets for FIs submitted for redemption
 Inform all participants who might use the unauthorized store
 Other (specify): Click or tap here to enter text.

ADDITIONAL DETAIL: Food Delivery Appendix: and/or Procedure Manual (citation): Click or tap here to enter text.

5. Price Lists

a. Shelf Price list information is routinely collected from vendors:

- Yes No; Explain: (Proceed to item #6) Click or tap here to enter text.

b. Shelf Price list data are collected:

- Real Time or Daily via EBT system Monthly Quarterly Semiannually
 Other (specify): Click or tap here to enter text.

c. Shelf Price data are collected by:

- State agency staff
 Local agency staff
 Reports are submitted by vendors
 EBT system
 Other (specify): Click or tap here to enter text.

d. The data collected has food prices for (check all that apply):

- All brands and sizes of supplemental foods
 Highest price supplemental food items within food categories
 Most commonly redeemed food items; please specify: Click or tap here to enter text.
 All authorized vendors
 A sample of authorized vendors (please describe the sampling method used): Click or tap here to enter text.
 Other (specify): Click or tap here to enter text.

e. The State agency/local agency verifies price data provided by vendors:

- During routine monitoring visits

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- Does not verify on a routine basis
- Other (explain): [Click or tap here to enter text.](#)

f. The State agency/local agency analyzes price data:

- Manually on a routine or as needed basis
- In an Automatic Data Processing system and uses it to:
 - Generate estimated food instrument values
 - Help inform WIC staff on vendor selection decisions
 - Develop vendor peer groups
 - Flag individual food instruments that appear to be overcharges
 - Other (specify):

6. System to Detect Suspected Overcharges

a. Does the State agency screen for suspected overcharges?

- Yes, vendor claims are issued for overcharges.
- No, the State agency does not identify overcharges and/or issue claims for overcharges. (Proceed to section *D. Manual Food Instruments.*)
- Other (specify): [Click or tap here to enter text.](#)

b. The methods used to identify potential vendor overcharges are:

- Comparison of vendor's redemption prices to charged prices (via receipt).
- Other (specify): Reaching the NTE in WIC Connect

c. To receive payment or justify and correct a claim for a price adjustment or vendor overcharge, the vendor must: (Check all that apply)

- Provide an updated price list
- Provide written justification for the higher prices
- Provide receipts
- Other (specify): File a claim with the State

d. What action(s) is/are taken when a potential vendor overcharge is identified? (Check all that apply)

- Routine monitoring or remedial vendor training is conducted
- Vendor is designated as high-risk and scheduled for compliance investigation
- Vendor is provided with a written warning of potential sanction for overcharging
- Other (specify): Designated as high risk when exceeds too many overcharges within a time period.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

E. Manual Food Instruments

- DOES NOT APPLY (PROCEED TO NEXT SECTION)

1. Manual FIs Policy

a. Manual FIs are utilized for the following reasons:

- New participants

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- Automated FIs not available
- Mutilated automated FIs
- Wrong food package on automated FI
- Wrong dollar amount on automated FI
- Provide for the special needs of the homeless
- Food package tailoring
- Routine monitoring visits (i.e., educational buys) of vendors/farmers
- Compliance buys of vendors/farmers
- Special conditions, e.g., disasters
- Other (specify): Click or tap here to enter text.

b. The State agency requires the following for completing the manual FI register:

- Participant/proxy signature
- Local agency staff initials
- Date of FI pick-up
- Other (specify): Click or tap here to enter text.

c. Manual FIs have a "Not to Exceed Value" of:

- Same dollar amount for all manual food instruments \$ Click or tap here to enter text.
- Variable dollar amount depending on type of prescription on manual FI
- Variable dollar amount depending on participant category on manual FI
- No limit
- Other (specify): Click or tap here to enter text.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): Click or tap here to enter text.

2. Manual FI Documentation and Disposition

a. A report containing the serial numbers of manual FIs issued by local agencies is sent to the State agency:

- Not applicable
- Weekly
- Monthly
- Other (specify): Click or tap here to enter text.

b. Local agencies are required to provide documentation to substantiate a valid or invalid certification record for manual FIs issued and redeemed but for which no participant record currently exists by utilizing:

- Turnaround documents to establish valid certification records
- Telephone calls to the State/local agency on irregularities
- Other (specify): Click or tap here to enter text.

c. If the manual FI inventories do not achieve 100% reconciliation of all issued and unissued FIs, the local agency (check all that apply):

- Reports the FI serial numbers to the State agency
- Provides the FI serial numbers to local vendors/farmers
- Other (specify): Click or tap here to enter text.

(Provide a copy/citation of the State agency's prescribed procedures if the manual FI inventory cannot be reconciled.)

Click or tap here to enter text.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): Click or tap here to enter text.

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F. Special FI Issuance Accommodations

1. Alternative FI Issuance

a. The State agency has implemented the following FI issuance policy (check all that apply):

- All participants are required to pick up FIs at the clinic or local agency, except in unusual circumstances
- Participants/proxies are required to show identification at FI card pick up
- FIs cards are routinely mailed to participants except (1) when the participant is scheduled for nutrition education (including breastfeeding promotion and support activities) or a certification appointment and (2) in areas where SNAP benefits are not mailed. , as these areas are known to have experienced high mail issuance losses
- Benefits are provided electronically to a location (such as a grocery store) under certain conditions; thus, participants may not always pick up FIs at the clinics.
- Other (specify): eWIC allows for benefits to be pushed to the card account.

2. Mailing Policy/Procedures

a. The State agency provides local agencies with guidelines/procedures for mailing paper FIs or EBT cards to individual participants:

- Yes No

b. Policy requires participants to pick up paper FIs or EBT cards whenever certification appointment is due or nutrition education (including breastfeeding promotion and support activities) is scheduled:

- Yes No

c. The State agency has implemented the following policy regarding mailing paper FIs or EBT cards (check all that apply):

- FIs are sent first class mail *(first class is considered *regular* mail)
- FIs are sent registered mail
- FIs are sent certified mail
- FIs are sent restricted mail
- Return receipt is requested on FIs sent certified mail
- Envelope specifies, "Do not forward, return to sender" or "Do not forward, address correction requested"
- Other (specify): [Click or tap here to enter text.](#)

d. The State agency approves mailing FIs under the following conditions (check all that apply):

	State-Wide	LA with SA Approval	Case by Case
Participant hardship	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Travel-related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better clinic management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Participant safety	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Participant convenience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health Emergency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(if other, specify): to facilitate remote appointments when needed

e. When mailing paper FIs or EBT cards, documentation of FI issuance is:

- Signed by the participant at the following FI pick-up/visit

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- Noted "mailed" and initialed/dated by local agency staff
- Signed and dated by local agency staff after return receipt is received
- Other (specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

3. Participants who receive paper FIs or EBT cards by mail are provided:

- One month of benefits
- Two months of benefits
- Three months of benefits
- Other (specify): N/A – only card is sent. Once confirmed as received then benefits are loaded.

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

G. Vendor Cost Containment System Certification

If the State agency authorizes or plans to authorize any above-50-percent vendors, FNS must certify the State agency's vendor cost containment system. The State agency that has not yet received FNS certification must submit a request for certification/recertification that contains the following information.

DOES NOT APPLY (PROCEED TO SECTION H)

1. Calculation of competitive price levels

Describe how the State agency derives (or will derive) competitive price levels for regular vendors that excludes the prices of above-50-percent vendors.

[Click or tap here to enter text.](#)

2. Maximum allowable reimbursement levels for regular vendors and above-50-percent vendors

a. Explain how the State agency ensures that average payments to above-50-percent vendors do not exceed average payments to comparable regular vendors.

[Click or tap here to enter text.](#)

b. The State agency exempts above-50-percent vendors from the calculated competitive price criteria and maximum allowable reimbursement levels.

- Yes
- No If yes, how many vendors will be exempted? [Click or tap here to enter text.](#)

Are these vendors needed to ensure participant access to supplemental foods?

- Yes
- No

c. The State agency applies peer-group specific maximum allowable reimbursement levels during the benefit redemption process.

- Yes
- No If yes, describe the procedure or process used:

[Click or tap here to enter text.](#)

3. The State agency plans to exempt *non-profit* above-50-percent vendors from competitive price criteria and maximum allowable reimbursement levels.

- Yes
- No If yes, provide the following information **in detail:** [Click or tap here to enter text.](#)

a. Describe the reason the State agency has decided to exempt such vendors (i.e., the benefits to the program) and the number of non-profit vendors to be exempted.

[Click or tap here to enter text.](#)

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- b. Describe the reason the non-profit above-50-percent vendors are needed to ensure participant access to supplemental foods.

Click or tap here to enter text.

- c. Does the State agency collect shelf prices from non-profit vendors?

Yes No

- d. Describe how the prices of the non-profit vendors compare to those of other vendors in their geographic area that are subject to competitive price criteria and allowable reimbursement levels.

Click or tap here to enter text.

- e. Describe how the State agency establishes the level of reimbursement for the non-profit above-50-percent vendors that it has exempted.

Click or tap here to enter text.

4. The State agency has fully implemented the competitive price criteria and maximum allowable reimbursement methodologies described in items 1 and 2 above.

Yes No

If the State agency has not fully implemented the revised competitive price and maximum allowable reimbursement methodologies, describe the current status of this effort and include the timetable for achieving full implementation.

Click or tap here to enter text.

5. The State agency plans to exempt *pharmacy* vendors from competitive price criteria and maximum allowable reimbursement levels.

Yes No

If yes, the State agency has confirmed that these pharmacies provide **only** exempt infant formula and/or WIC-eligible nutritional foods to program participants.

6. Does the State agency collect shelf prices from pharmacies that provide only exempt infant formula?

Yes No

7. Complete the table on the following page to demonstrate that the State agency's procedure for establishing and implementing competitive price criteria and maximum allowable reimbursement levels ensures that average payments per food instrument or food item to above-50-percent vendors do not exceed average payments to regular vendors.

8. Please attach and cite of a copy of the report(s) that the State agency will use to monitor average payments per food instrument to above-50-percent vendors and regular vendors. If the State agency does not have such a report, describe the State agency's plans to develop and implement a report(s) for monitoring purposes, including the report contents or fields.

Click or tap here to enter text.

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Table 1. Data for WIC Vendor Cost Containment Certification – Overview

Please provide the following information on the regular vendors and the above-50-percent vendors authorized by the State agency as of June 30th. If data are not available through June 30th, the State agency should enter data for the period for which data are available, replacing “June” with the month to which the data are applicable.

1. How many authorized regular vendors did the State agency have as of June 30th? (or month of:)	1.
2. For all authorized regular vendors, what was the total amount of WIC redemptions paid as of June 30th?	2.
3. How many above-50-percent vendors did the State agency have as of June 30th?	3.
a. Non-pharmacy above-50-percent vendors	a.
▪ Number of <i>WIC-only</i> stores	▪
▪ Number of other types of above-50-percent vendors (excluding pharmacies)	▪
b. Above-50-percent pharmacy vendors	b.
c. Total above-50-percent vendors (sum of a and b)	c.
4. What was the total amount of redemptions paid to these above-50-percent vendors as of June 30th?	4.
a. Non-pharmacy above-50-percent vendors	a.
b. Above-50-percent pharmacy vendors	b.
c. Total above-50-percent vendors (sum of a and b)	c.
5. How many peer groups of above-50-percent vendors (either separate peer groups or groups with regular vendors) has the State agency identified?	5.
6. How many above-50-percent vendors and regular vendors has the State agency authorized that do <u>not</u> meet competitive price criteria, but are needed to ensure participant access to supplemental foods?	6. above-50%: regular vendors:

Supplemental WIC State Plan Guidance section IX.I – Vendor Cost Neutrality Assessment will be issued in the spring.

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H. Home Food Delivery Systems

DOES NOT APPLY (PROCEED TO NEXT SECTION)

1. Home Food Delivery Systems Overview

a. Home delivery vendors include (check all that apply):

- Dairies
- Private delivery service doing WIC business only
- Private delivery service
- Other (specify): [Click or tap here to enter text.](#)

b. Participants who receive home food delivery:

- Are notified in writing of the types and quantities of foods
- Are issued FIs that they sign and provide to the vendor when the food is delivered
- Are delivered not more than a one-month supply of supplemental foods at any one time
- Indicate by authorized signature on a FI, receipt or signature document, the supplemental foods received
- Other (specify): [Click or tap here to enter text.](#)

c. Supplemental foods may be delivered:

- Only to the participant of record
- To the participant of record or proxy of record
- To any adult at home during time of delivery
- To anyone at home at the time of delivery
- Other (specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

2. Documentation

a. The forms verifying delivery are reconciled against vendor invoices:

- Weekly
- Monthly reconciliation of the signed FIs or other signed receipts or signature documents from participant or proxies.
- Other (specify): [Click or tap here to enter text.](#)

b. Signatures of participants who sign the food receipt document/FIs are compared to the signature on file.

- No Yes, sample Yes 100%

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

I. Direct Distribution Food Delivery Systems

DOES NOT APPLY

1. Direct Distribution Food Delivery - General

a. The State agency uses a direct distribution food delivery system to:

- Distribute all its WIC Program foods
- Distribute only exempt infant formula and/or medical foods
- Distribute (specify):

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b. The State agency uses:

- Warehouse not used
- One central warehouse, deliveries directly to local agencies
- One central warehouse from which foods are sent to one or more subsidiary warehouses before delivery to local agencies
- Other (specify): [Click or tap here to enter text.](#)

c. Warehouses are operated by:

- State agency Local agency
- Other state or public agency Under contract with a private business
- Other (specify): [Click or tap here to enter text.](#)

d. Warehouses used for storage of WIC foods are also used to store other FNS program commodities (Please specify which commodities):

- Yes No Specify commodities: [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

2. Food Distribution

a. Foods are distributed to participants:

- Grocery store fashion
- Pre-packaged
- Other (specify): [Click or tap here to enter text.](#)

b. Participants receiving food are required to sign:

- A register once for all foods received
- A register/form for each food item received
- Other (specify): [Click or tap here to enter text.](#)

c. Foods are distributed to participants:

- Monthly
- Not to exceed a one-month supply at any one time to any participant
- Other (specify): [Click or tap here to enter text.](#)

d. Participants with limited access to facilities used for distribution have available to them:

Services provided by:

	Local Agency	Other Sources
Home delivery	<input type="checkbox"/>	<input type="checkbox"/>
Cost-free transportation	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

(if other, specify): [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Food Delivery Appendix: and/or Procedure Manual (citation): [Click or tap here to enter text.](#)

3. Warehouse Insurance and Inspections

a. Insurance for the warehouse covers (check all that apply):

- Theft Fire Infestation Spoilage

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Other (specify):

b. Warehouses are inspected by a public authority responsible for enforcing:

Fire safety laws and regulations (specify date and grade of last inspection): Click or tap here to enter text.

Sanitation laws and regulations (specify date and grade of last inspection): Click or tap here to enter text.

Other (specify): Click or tap here to enter text.

ADDITIONAL DETAIL: Food Delivery Appendix: and/or Procedure Manual (citation): Click or tap here to enter text.

4. Monitoring and Inventory Control

Please describe the State agency's methods for ensuring WIC supplemental foods are under proper inventory control (separation of duties for intake and inventory; stock rotation; performance of perpetual and physical inventory duties; reconciliation against issuance records; etc.). Click or tap here to enter text.