

WIC Program Store Handbook & Policy and Procedure Manual



New Hampshire Department of Health and Human Services
Division of Public Health Services
Nutrition Services Section
29 Hazen Drive
Concord, NH 03301-6504
603-271-4546
1-800-WIC-4321
Fax#: 603-271-4779

New Hampshire WIC Program

Store Handbook

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Revisions: December 2018, April 2019, August 2022

THE WIC PROGRAM IN NEW HAMPSHIRE

WIC, the Special Supplemental Nutrition Program for Women, Infants and Children, is a nutrition program funded by the U.S. Department of Agriculture for the purpose of improving the health of pregnant women, new mothers, infants, and children under the age of five. In New Hampshire, the Department of Health & Human Services, Nutrition Services Section administers WIC. About 160 New Hampshire retail stores are presently authorized to accept the eWIC cards which are used to purchase a variety of nutritious foods and infant formulas.

When a WIC participant presents their eWIC (electronic benefits) card at your store, she and/or her child(ren) has been determined eligible for WIC Program benefits on the basis of income and nutritional need. A nutritionist has prescribed the foods on the eWIC card in order to improve the nutritional status of the participant.

eWIC transactions payments are made electronically to the vendor within one to two business days.

HEALTHY WITH WIC

The purpose of the WIC Program is to provide nutritious foods to eligible women, infants and young children during critical times of growth and development, and to provide access to health care services through coordination with other health and human service agencies. Local WIC Agencies work closely with health care providers to assure that New Hampshire children have a healthy start in life. Local WIC Agencies also provide individualized nutrition education so that participants can maximize the nutritional benefits derived from WIC foods. Breastfeeding promotion and support help to encourage breastfeeding as the optimal way to feed new babies. A listing of Local WIC Agencies can be found in Appendix I.

FOODS ALLOWED BY THE NEW HAMPSHIRE WIC PROGRAM

The WIC benefits are a food prescription prepared by a nutritionist to help meet the nutritional needs of the WIC participant. It is necessary that only the products specified on the New Hampshire WIC Approved Foods List be provided because there may be variations in nutritional content among different products. For example, all WIC cereals are fortified with iron, as iron deficiency is a common health problem among the WIC population. In addition, WIC cereals were selected because they have low sugar content. WIC juices are similarly selected due to the high vitamin C and low sugar content.

All "WIC-Approved Foods" are listed by food category with some having specific brand and container size restrictions noted on the WIC Approved Food List. Copies of the WIC Approved Food List are provided to all vendors and participants. Only those foods specified may be purchased by participants and reimbursed by the WIC Program.

MAJOR CONDITIONS FOR VENDOR PARTICIPATION

Vendors participating in the New Hampshire WIC Program shall:

1. Not discriminate between WIC Program participants, parents, or caretakers of infant or child participants, or proxies and the general public in any way when redeeming WIC benefits or using their eWIC card;
2. Cooperate in reviews or audits of WIC Program operations conducted by the State WIC Agency, the U.S. Department of Agriculture (the federal agency responsible for administering the WIC Program) or authorized agents of these agencies;
3. Acknowledge that ongoing compliance reviews may result in monitoring of the vendor's procedures with WIC Program participants and eWIC card transactions, verification of purchases made by participants, and the use of an eWIC card in covert compliance purchases;
4. Repay funds improperly received from the WIC Program and change store WIC procedures when required by audit or review findings; and
5. Not seek restitution from participants, parents or caretakers of infant or child participants, or proxies for costs rejected or partially rejected by the State Agency for improper or rejected eWIC card transactions.

The above is only a partial list of conditions for vendor participation. (See Appendix IV).

IT IS IMPORTANT THAT . . .

Cashiers are familiar with the WIC Approved Food List & the handling of WIC transactions.

Only WIC-approved foods in authorized quantities are purchased.

No change or store credit is given to the WIC participant, parent or caretaker of an infant or child participant, or proxy.

Cashiers must allow alternate forms of payment for CVB's (fruit and vegetable) benefits if the amount purchased exceeds the value of the benefit. Alternate forms of payment may be cash, credit cards, EBT card, check or any other form of payment the store allows.

eWIC cards are not accepted for payment on credit or charge accounts.

No merchandise credits are provided.

WIC participants, parents or caretakers of infant and child participants are charged the same price for WIC foods as other customers, including allowing the use of manufacturers' coupons or promotional specials.

"WIC only" cash register lines are not allowed.

WIC participants, parents or caretakers of infant and child participants are never to be contacted or asked to pay for all or part of foods that are issued to an eWIC card or for costs rejected by the State Agency.

CRITERIA FOR VENDOR SELECTION

Criteria used in accepting or denying a vendor's application shall include the following:

1. Physical location within New Hampshire;
2. Business integrity as defined in Federal Regulation 7 CFR 246.12(g)(3)(ii);
3. Inventory and price ranges of approved foods in relation to currently authorized vendors in the corresponding peer group;
4. Impact of an acceptance or rejection decision on the vendor, particularly if a small business;
5. Days and hours of operation;
6. Absence of any conflict of interest with the State or Local WIC Agency;
7. Current authorization by the Supplemental Nutrition Assistance Program including absence of any adverse actions pending or under appeal;
10. Comments and recommendation of the Local WIC Agency, including participant complaints;
11. Demonstrated ability to meet Program requirements, as evidenced by performance during the current or previous agreement periods including: sanction points, Category I violations, failure to attend face-to-face training as scheduled by the State Agency without good cause, and monitoring reports in accordance with the New Hampshire Administrative Rules, Section He-P 3206; and
12. Patterns of participant use of a currently authorized vendor, including number of participants and monthly volume of business.
13. Store is eWIC (EBT) capable.

The above is only a partial list of conditions for vendor selection. (See New Hampshire Administrative Rule He-P 3205.01). Vendors must continue to meet selection criteria at all times during the agreement period including any changes to the criteria.

Prior acceptance or rejection shall not constitute sole grounds for approval or denial of authorization. Any pending or current disqualification from or sanction by other U.S. Department of Agriculture, Food and Nutrition Service programs shall constitute sole grounds for denial of authorization.

VENDOR INFORMATION AND TRAINING

Retail vendors are important partners in the delivery of supplemental foods to participants, parents and caretakers of infant and child participants, and proxies. Without the retail vendor, the WIC Program could not operate. To assist vendors in this role, the State WIC Agency has established vendor training. At the time of enrollment, vendors are provided training on WIC operations by the State WIC Agency. In addition, at least once every three years, all vendors must participate in face-to-face training in accordance with federal regulations. Every effort will be made to accommodate all vendors when dates and locations are selected. These trainings will be conveniently scheduled throughout the state.

The Store Handbook is provided at initial enrollment and can also be found on the WIC Program website at <https://www.dhhs.nh.gov/programs-services/population-health/women-infants-children-nutrition-program/wic-retail-vendor> and is an important resource for vendors. The State WIC Agency visits a number of stores annually, publishes a vendor newsletter, and notifies vendors through email when major changes are taking place. Stores are required to keep a training log that documents training on the following 3 topics: new hires, issues and updates. Vendors must present this log when requested.

STOCKING WIC FOODS

It is very important to maintain an adequate supply of WIC-approved foods for participants to purchase all the benefits provided by WIC. Stores are required to carry approved varieties of cheese, juice, canned beans, peanut butter, whole, low-fat or skim milk in various approved container sizes, cold cereals, in approved sizes, eggs, tuna, whole grains, fruits, vegetables, infant foods and infant formulas. Refer to your Vendor Agreement for specific minimum quantities and the WIC Approved Foods List for specific brands. Per your Agreement an adequate supply of these foods must be kept in stock, as a month's allotment is frequently purchased at the same time.

All vendors **must** purchase the formula from a list of authorized manufacturers, distributors and retailers maintained by the NH WIC Program and available on the WIC Vendor website.

Two types of agreements are used in the WIC Program. The first is the General Retail Vendor Agreement and the second is the Pharmacy Agreement. Pharmacies may only provide special ordered formulas. All vendors are required to provide formulas within 48 hours of the request. This does not include the required contract formulas which must be in stock at all times.

Failure to maintain an adequate inventory of WIC-approved foods may lead to sanctions and disqualification from the WIC Program.

WIC APPROVED SHELF TAGS

The New Hampshire WIC Program has chosen to let authorized WIC vendors use WIC approved shelf tags. Written approval must be provided by the State Agency and must be kept on file at the store location. 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 which food categories in the store to use the shelf tags. For instance, a vendor may find that the bread category needs shelf tags but the cheese category does not.

All WIC approved shelf tags must be approved by the New Hampshire WIC Program before being displayed in the store. Samples must be submitted to: the Attention: Vendor Coordinator, New Hampshire WIC Program, 29 Hazen Drive, Concord, NH 03301-6527 or via email to wicvendor@dhhs.nh.gov.

NEW HAMPSHIRE eWIC

Our Electronic Benefits Transfer (EBT) system is called **eWIC**. All authorized vendors must maintain a certified system to accept and process the eWIC card and are required to maintain this system effective the date of notification by the State Agency. All vendors are required to complete software updates to ensure eWIC transactions are completed correctly. The system can be either an integrated system that performs online eWIC transactions or a stand-beside device.

All integrated POS (point of sale) systems must be certified and perform online eWIC transactions according to rules published by Food and Nutrition Services (FNS).

All stores are required to download the APL (approved product list) on a daily basis. The product must be on the APL for the participant to purchase the product.

All stores must have a lane open at all times that can process eWIC transactions and maintain an appropriate number of payment terminals that accept eWIC, as defined by the Food and Nutrition Service minimum lane equipment requirements. Stores must operate lanes in accordance with the minimum lane coverage requirements established by FNS.

Integrated vs. Stand-Beside Systems

Integrated Systems

Integrated stores can ring up WIC and non-WIC items together. It will validate the items against the benefit balance of the card presented and the New Hampshire Approved Products List (APL). An integrated Point of Sale (POS) is all one system and can accept multiple payment types, including eWIC. Integrating eWIC into the POS and normal business processes is the preferred solution since it allows retailers to manage inventory, payment, and settlement of eWIC transactions within the same system as other transactions. The integrated system also provides a more streamlined experience for the shopper.

Stand-Beside Devices

This device is capable of supporting eWIC transactions. It will validate the items against the benefit balance and the New Hampshire Approved Products List (APL). It accepts eWIC Cards as payment. Retailers will need to reconcile the eWIC transactions to their Electronic Cash Register (ECR) system. **Stand beside terminals will only be allowed in areas deemed necessary for participant access needs.**

Stores using stand-beside POS terminals will require that participants continue to separate their WIC items from non-WIC items.

eWIC TRANSACTION PROCESS

1. Cardholder selects foods
2. Brings foods to the register
3. Food items are scanned
4. eWIC card is swiped and PIN is entered (for stand-beside terminals this occurs before step 3), no ID is needed to use the eWIC card, just knowledge of the PIN.
5. UPCs and PLUs are automatically checked against the APL (approved product list) to determine if they are WIC allowable
6. WIC allowable UPCs are checked against the cardholder account balance to determine if there is adequate quantity for purchase
7. eWIC cardholder confirms the WIC purchase quantities and amounts that will be deducted from the account

8. Cardholder has the right to put products back that are not WIC approved or pay for them using an alternate form of payment.
9. Account is debited the appropriate quantity
10. Cardholder must be given a printed receipt at the end of the eWIC transaction.
11. There are no proxy cards required with eWIC transactions.

PRICE SURVEYS

eWIC has changed the way maximum prices will be determined in the New Hampshire WIC computer system. As products are purchased at stores, data is gathered regarding the price charged for the product. After enough data is gathered for the product within the peer group the computer will then determine the maximum allowed based on the variables entered by the WIC Program.

When completing the price survey vendors are required to record the regular current price for WIC-approved foods that are requested. It is very important that vendors complete the surveys accurately (according to the instructions accompanying the surveys) and return them within the deadline specified.

PEER GROUPS

State WIC Programs use peer groups as a way of grouping together similar vendors. Peer groups are used to set the maximum amount to reimburse for each authorized WIC food. We also use peer group pricing to review shelf prices of stores applying for authorization. New Hampshire's peer groups are based on a store's geographic location, store square footage, number of registers and sales volume.

If a store is unsure of which peer group they are in or believes the State WIC Agency has made an error in classifying their store, for instance, we have it in the wrong geographic location, please contact the NH WIC State office by calling or send a letter to New Hampshire WIC Program, 29 Hazen Drive, Concord, NH 03301 asking for a review. Include any information needed that may not have been considered in making our original decision. Our staff will then review the classification, correct any errors, and then respond to you about the final determination.

THE STATE PAYMENT PROCESS FOR eWIC

As eWIC purchases are made the vendor is identified by a unique eWIC vendor number. The eWIC processor determines the amount of payment for each vendor based on this eWIC number for all transactions processed within a 24-hour period. Electronic deposits are then made to the vendor's bank account. Deposits are only made on Federal Reserve banking days.

PAYMENT DISPUTES

If your store needs to dispute an eWIC payment for a WIC item purchased at your store, please use the following protocol:

- If eWIC is integrated into your ECR (electronic cash register) system, call your Third Party Processor (TPP).
- If your store uses a Stand-beside terminal from Conduent to transact eWIC, contact the Conduent Merchant Services Help Desk at 1-844-234-4947 and enter your New Hampshire eWIC Vendor ID number. A customer service representative will assist you with your claim.
- Vendors can also go to the WIC Connect Vendor Portal located at: wicconnect.com.

Stores must submit adjustment requests within 30 days.

CHANGE OF OWNERSHIP

Ownership changes terminate the Vendor Agreement. A new owner is not automatically approved to accept WIC benefits. eWIC transactions accepted prior to approval of a new owner will not be paid. The seller should write a letter of explanation (with store letterhead paper, if possible) including official documentation of the change of ownership.

STORE VISITS AND AUTHORIZATIONS

On-site visits are conducted by the State WIC Agency. This includes monitoring, investigations, and training. Site visits are more than a review of programmatic discrepancies; they are also an opportunity for enhancing vendor relations and evaluating the Program from the vendors' point of view.

The State WIC Agency is required to visit every store prior to initial authorization. In addition, vendors may be visited thereafter before agreement expiration or at other times as needed. These contacts are intended to provide the vendor and the State WIC Agency with an opportunity to acquaint each other with the problems or concerns that may arise over time. Further, on-site visits provide the vendor and/or store employees with an opportunity to receive training and assistance regarding the proper use of WIC Program eWIC card.

PARTICIPANT REDEMPTION ERRORS

Participants are instructed in the use of the eWIC card by the Local WIC Agency. There may be instances, however, when participant's select incorrect foods because they do not fully understand Program procedures, would prefer a non-approved food, or others do their shopping and are unfamiliar with the Program. It is important that these situations be treated with courtesy, while not allowing the incorrect foods to be purchased. Participants can be referred back to the Local WIC Agency if necessary, or call the State WIC Agency at the telephone number on the cover of this Handbook.

FRAUD AND ABUSE OF THE PROGRAM

Every precaution is taken to prevent fraud and abuse of the WIC Program, both by participants and vendors. When instances of abuse are verified, disqualification from the Program of either the participant or the vendor may result and other penalties may be imposed according to federal/State statutes and rules.

Store personnel are frequently in a position to detect abuse or fraud on the part of WIC participants. Vendors who know of any such instance, should notify the State WIC Agency so that an investigation may be conducted. Participant abuse includes misrepresenting facts to obtain benefits, exchanging WIC foods for cash.

In addition, the store is considered responsible for the actions of its staff. Staff who allow unauthorized or abusive transactions to occur make the vendor liable for sanctions whether or not the owner or manager was aware of these actions. For this reason, it is important that store staff be kept up-to-date with changes in WIC Program rules and procedures to prevent errors from occurring. Additionally, managers need to monitor WIC redemption and handling to assure that store staff is following these rules.

Vendors occasionally question the need for this concern with fraud and abuse control. There are several reasons for this. If participants are permitted to select foods outside the Approved Food List, they are not receiving the full nutritional benefits that are intended. Finally, failure to control vendor errors means that limited tax dollars are being diverted from legitimate purchases that may result in some eligible families being denied participation in this important preventive health program.

INVESTIGATIONS

Periodically, it may be necessary to carry the monitoring process further due to a suspected instance of Program abuse by a vendor. Such actions are more properly considered investigations and are the responsibility of the State Agency. Investigations may be initiated when:

A participant informs the State or Local Agency of possible or actual discrimination against WIC participants, incorrect reporting of food items or costs to the State Agency, or provision of non-approved foods;

A Local Agency informs the State Agency that a vendor may be abusing the Program, practicing discrimination, or engaging in questionable or fraudulent eWIC transactions;

A possible abuse by a vendor is discovered by the State Agency during the eWIC process or in computer analysis of payment records; or

A vendor's payment history suggests a pattern of recurring errors.

Upon notification or suspicion of possible abuse or receipt of a specific complaint, the State WIC Agency will initiate an immediate investigation to determine whether the vendor is deliberately violating Program standards. Investigations of suspected violations may include, but not be limited to:

- on-site reviews;
- covert compliance purchases in which a WIC investigator transacts eWIC;
- audits of vendor inventory records;
- interview of Local Agency staff and participants;
- documentation of participant and Local Agency complaints; and/or referral to USDA for follow-up.

All WIC authorized vendors are required to keep proof of inventory purchases for three (3) years after the expiration of their Vendor Agreement. These include wholesaler records, supplier invoices, receipts from retail stores and any other record that shows proof of purchase. Inventory records must show date of purchase, description of product purchased and quantity of product purchased. Inventory records must be in original condition and may not be altered in any way. Inventory records must be furnished when requested.

The State WIC Agency may also, depending upon the nature of the complaint, contact the vendor by mail to explain the concern and provide warning that a recurrence will result in further investigation and/or disqualification.

If it appears that the vendor is simply not careful in processing eWIC transactions, every effort will be made to provide training and technical assistance before further action is taken. If the questionable practices continue after the State WIC Agency is satisfied that the vendor knows the proper methods to be employed, the vendor may be disqualified with the Agreement revoked.

These steps do not preclude further investigation by other agencies, which may result in legal actions and/or the recovery of funds paid to the vendor due to inaccurate or fraudulent charges. In addition, a retail vendor's disqualification from participation in the Supplemental Nutrition Assistance Program may result in disqualification from the WIC Program for the same length of time and will not be subject to administrative or judicial review under the WIC Program. Likewise, a vendor's disqualification from the WIC Program due to program abuse may result in the withdrawal of SNAP (Supplemental Nutrition Assistance Program) authorization from the vendor and will not be subject to administrative or judicial review under the SNAP. If the SNAP assesses a civil money penalty in lieu of disqualification, the vendor may be subject to WIC Program disqualification for a length of time equal to the period, for which the vendor would otherwise have been disqualified in SNAP, WIC Program authorization will also be withdrawn if a vendor is disqualified from participation in another program administered by the U.S. Department of Agriculture/FNS, or any program administered by the State of New Hampshire, for an equal number of months as the other program disqualification.

VENDOR SANCTIONS

Except for violations that have federally mandated sanctions, federal regulations require the State WIC Agency to establish policies that determine the type and level of sanctions to be applied against vendors. The State Agency's decisions are based on the nature and severity of the program violations and such other factors as the state determines appropriate.

Offenses, which are subject to federal or state sanctions following investigations include but are not limited to:

1. Providing cash, unauthorized foods, or other non-food items to participants, parents or caretakers of infant or child participants in lieu of WIC-approved foods;
2. Charging the New Hampshire WIC Program for foods not received by the participant, parent or caretaker of an infant or child participant;
3. Charging the New Hampshire WIC Program more for food items than the shelf price or more than other customers are charged for the same foods; and
4. Repeated incidence of other offenses despite the State Agency education activities or letters of warning.

Depending upon the nature and severity of the offenses that do not have federally mandated sanctions, the State Agency may impose the following sanctions:

1. Disqualification, including revocation of the Agreement for up to one year. Upon completion of the period of disqualification, the vendor owner must reapply if he/she desires authorization. Payment shall not be made for any transaction accepted by a vendor during a period of disqualification. Application will not lead to automatic reauthorization.
2. Financial sanctions. Federal regulations provide that retail vendors may be subject to sanctions in addition to disqualification, such as claims for improper or overcharged benefits. State statutes provide for recovery of funds determined to have been fraudulently obtained and further provide that payment of these funds shall not relieve or discharge any person of criminal or civil liability.

In addition to the above, vendors may not be reimbursed for transactions determined to be improperly redeemed.

The State employs a point schedule for tracking State Agency-established violations. Points are assessed and retained in accordance with the severity of the violation. If a vendor accrues six or more points, the store is disqualified for a specific length of time determined by the number of points accumulated.

A complete list of violations, sanctions and a copy of the Vendor Violations & Sanction Points schedule is included under Appendix II.

REMEDIES FOR GRIEVANCES

Federal regulations provide the vendor with opportunities for requesting and receiving remedies for grievances arising during participation in the New Hampshire WIC Program under a Fair Hearing procedure.

The State WIC Agency responsibilities are: to provide vendors with guidance concerning the authorized food items and applicable USDA Food and Nutrition Service guidelines and instructions; and to provide vendors who have been denied participation in the WIC Program, for whatever reason, or, who have been suspended from participation, with a hearing procedure which provides at a minimum:

- a. an opportunity for the aggrieved vendor or its representative to present its case;

- b. an opportunity for the vendor to confront and cross-examine witnesses;
- c. an opportunity for the vendor to be represented by counsel, or have an interpreter present if desired, at the vendor's expense;
- d. an impartial decision maker whose conclusion as to the vendor's eligibility shall rest solely on the evidence presented at the hearing and the statutory and regulatory provisions governing the Program. The basis for the conclusion shall be stated in writing, though it need not amount to a full opinion or contain formal finding of fact and conclusions of law; and
- e. the retail vendor will be notified in writing of the decision concerning the appeal within 90 days from the date of request for a hearing.

Please note that a request for a fair hearing must be submitted in writing within 15 days after the grievance or the vendor receives adverse action decision.

NON DISCRIMINATION

Assurance of Civil Rights Compliance for Authorized Retailers

The Vendor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.); all provisions required by the implementing regulations of the Department of Agriculture; Department of Justice Enforcement Guidelines; and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex (including gender identity and sexual orientation), or handicap, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the Agency receives Federal financial assistance from FNS; and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement. If there are any violations of this assurance, the Department of Agriculture shall have the right to seek judicial enforcement of this assurance.

This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants and loans of Federal funds, reimbursable expenditures, grant or donation of Federal property and interest in property, the detail of Federal personnel, reimbursable expenditures, grant or donation of Federal property and interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Vendor by the Department. This includes any Federal agreement, arrangement, or other contract which has as one of its purposes the provision of assistance such as food, cash assistance extended in reliance on the representations and agreements made in this assurance.

This assurance is binding on the Vendor, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from the Department. The person authorized to sign the WIC Vendor Agreement is authorized to make this assurance on the behalf of the Vendor.

CONCLUSION

WIC has been proven to improve the health of young children and to enable parents to properly feed their children during critical periods of growth and development. Vendors play an integral role in the success of the WIC Program. By accepting the eWIC card and helping assure that participants receive the proper nutritious foods at the proper time, vendors are providing an important service to the community. Thank you for your assistance in helping families to Grow Healthy with WIC.

APPENDIX I

STATE WIC AGENCY

New Hampshire Department of Health & Human Services
Division of Public Health Services
Nutrition Services Section
29 Hazen Drive, Concord, NH 03301-6504
603-271-4546
1-800-WIC-4321
Fax#: 603-271-4779

[WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](http://www.nh.gov)

LOCAL WIC AGENCIES

<u>Community Action Program of Belknap and Merrimack Counties, Inc.</u> Belknap, Coos, Grafton and Merrimack Counties	225-2050 OR 1-800-578-2050
<u>Goodwin Community Health</u> Strafford County Carroll County	332-4358 OR 1-855-332-4358
<u>Southern New Hampshire Services</u> Hillsborough County	Manchester 668-8010 OR 1-800-322-1073
	Nashua 889-3440 OR 1-877-211-0723
Rockingham County	Derry 965-3029 OR 1-855-295-4105
<u>Southwestern Community Services</u> Cheshire and Sullivan Counties	352-7512 OR 1-800-529-0005

APPENDIX II

VENDOR VIOLATIONS AND SANCTION POINTS

The Vendor is required to comply with all provisions of this Agreement as well as all rules, regulations, policies and procedures governing the WIC Program including Federal regulations at all times throughout the Agreement period. The WIC Program Administrative Rules are He-P 3200, which lists all violations and sanctions, including rules pertaining to, notices and appeals. The He-P 3200 Rules can be found on the WIC website at: [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

APPENDIX III

NOTICES AND APPEAL

The Vendor is required to comply with all provisions of this Agreement as well as all rules, regulations, policies and procedures governing the WIC Program including Federal regulations at all times throughout the Agreement period. The WIC Program Administrative Rules are He-P 3200, which lists all violations and sanctions, including rules pertaining to, notices and appeals. The He-P 3200 Rules can be found on the WIC website at: [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

APPENDIX IV

VENDOR SELECTION CRITERIA

The Vendor is required to comply with all provisions of this Agreement as well as all rules, regulations, policies and procedures governing the WIC Program including Federal regulations at all times throughout the Agreement period. The WIC Program Administrative Rules are He-P 3200, which lists the vendor selection criteria. The He-P 3200 Rules can be found on the WIC website at: [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

APPENDIX V



NEW HAMPSHIRE WIC PROGRAM

STORE COMPLAINT REPORT TO STATE WIC PROGRAM

PARTICIPANT COMPLAINT REPORT TO STATE WIC PROGRAM

Store Name: _____

Store Address: _____

Participant Name: _____

Participant #: _____

eWIC Card #: _____ eWIC Transaction #: _____

Date of Incident: _____ Time of Incident: _____

Name(s) of Personnel Involved: _____

Register #, Aisle # or other identifying information on incident: _____

Description of incident or concern (be as specific as possible, i.e. voucher number, description of problem): _____

WIC STAFF SIGNATURE: _____

WIC STAFF PRINTED NAME: _____

Or

STORE STAFF SIGNATURE: _____

STORE STAFF PRINTED NAME: _____

DATE: _____

Form can be faxed to 271-4779, Attn: Vendor Coordinator OR the form can be emailed to Vendor Coordinator at: WICVendor@dhhs.nh.gov.

APPENDIX VI

Request to add UPC form

The form to request additional products to be added to the APL can be found online at: [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#). The form requires the following information about the product being submitted: name, size, manufacturer, nutritional facts, ingredients and UPC barcode. The form can be emailed to WIC@dhhs.nh.gov or faxed to (603) 271-4779.

Review and approval of requests

The State WIC Agency will review the food item request and determine if the product meets the requirements to be added to the APL. The goal is to review the product within one business day. Submitted foods are not considered approved until they are added to the NH APL.

How to view the Approved Product List

The approved Product list (APL) can be viewed online at [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#). The APL file located at this site will be updated weekly or as products are added. If you have any questions regarding the APL, please contact the NH WIC Program at (603) 271-4546.

PRODUCT MUST BE SOLD IN NEW HAMPSHIRE STORES TO BE CONSIDERED

SEE FORM ON NEXT PAGE

APPENDIX VI cont'd

NH WIC Request to Add Product to Authorized Product List (APL)

Select which best describes yourself: ___ Vendor (Store) ___ Manufacturer ___ Wholesaler ___ WIC staff

1. Confirm that the item you are requesting is not already included in the NH APL at [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

2. Complete this form for each requested product to be added to the APL database. If you are submitting multiple items, you may submit all the required information listed below for each product in [WIC Retail Vendor Information | New Hampshire Department of Health and Human Services \(nh.gov\)](#) and with one form. All submissions must include the product name, size, manufacturer, nutritional facts, ingredients and UPC barcode.

Email: wicvendor@dhhs.nh.gov OR fax (603-271-4779) this completed form.

PRODUCT MUST BE SOLD IN NEW HAMPSHIRE STORES TO BE CONSIDERED

Product name: _____

Sold in New Hampshire Stores Yes _____ No _____

UPC Code (Include all digits): _____



Product Size: _____

Product Manufacturer: _____

Contact person submitting request: _____

Phone #: _____ Email Address: _____

Company or Store Affiliation: _____

Which NH store(s) is this product sold in? _____

If you have any questions, call the New Hampshire WIC Office at (603) 271-4546.

State Agency Use Only:

Date Rcvd: _____

Approved by: _____

Date: _____

Entered by: _____

Date: _____

Other Comments/Notes:

Appendix VII

***This chart is provided for use as a store management tool
to record NH WIC Program training.***

STORE EMPLOYEE WIC TRAINING RECORD

STORE EMPLOYEE NAME	DATE OF TRAINING	STORE MANAGEMENT PROVIDING TRAINING	TRAINING TOPIC New Hire, Issue, Update