

# Virginia WIC Program

## ***Retailer Advisory Committee (RAC)***

***November 6, 2008***

***Time: 10:00 am – 12:30 pm***

Monica Elliot, Chairperson, 757-306-2079 (Monica.B.Elliott@supervalu.com); Site Facilitator for Norfolk: Freda Bolling, ([Freda.Bolling@vdh.virginia.gov](mailto:Freda.Bolling@vdh.virginia.gov)); Meeting Facilitator for Richmond: Ephraim Ewing ([Ephraim.Ewing@vdh.virginia.gov](mailto:Ephraim.Ewing@vdh.virginia.gov)); Site Facilitator for Fredericksburg, June Thompson – ([June.Thompson@vdh.virginia.gov](mailto:June.Thompson@vdh.virginia.gov)), and Sheila Brewer, Vendor Manager/Site Facilitator for Roanoke ([Sheila.brewer@vdh.virginia.gov](mailto:Sheila.brewer@vdh.virginia.gov)). Guest Presenters: Donna Seward, State WIC Director and Meghan Garrett, Nutrition Liaison.

<b>What:</b>	<b>Who:</b>
Agenda Review and Rules of the Road	Ephraim
Introductions/Expectations	Ephraim
Review of Next Steps from August RAC Meeting	All
2009 Food Package Basics <ul style="list-style-type: none"> <li>• Overview of new food choices</li> <li>• Open Issues and discussion items.</li> </ul>	Meghan Garrett, Guest Presenter
2009 Allowable Food Application Process and mailing <ul style="list-style-type: none"> <li>• When and who can submit applications</li> <li>• Timetable for food application submissions.</li> <li>• Resources available - website</li> <li>• Next steps for retailers.</li> </ul>	Meghan Garrett
Retailer Food Package Survey <ul style="list-style-type: none"> <li>• Background (when completed, by whom, how)</li> <li>• Results obtained</li> <li>• Outstanding issues and next steps</li> </ul>	Ephraim Ewing
EWIC Update and Senior VDH Management – Policy/Strategy Meetings	Donna Seward, Guest Presenter
Role and Function of the Retailer Advisory Committee <ul style="list-style-type: none"> <li>• Who should attend?</li> <li>• Frequency of these meetings?</li> <li>• Other issues?</li> </ul>	Donna Seward
Retailer Selection and Authorization Update <ul style="list-style-type: none"> <li>➤ Informal Settlement Meetings</li> <li>➤ Overview – selection decisions</li> </ul>	Sheila Brewer
Miscellaneous Issues: <ul style="list-style-type: none"> <li>• Training Opportunities in 2009</li> <li>• Staffing changes and program support for the southwest region</li> <li>• Other issues</li> </ul>	Sheila Brewer
Benefits/Concerns/Next Steps	Ephraim

### ***Meeting's Objectives:***

- 1) Update retailers on policy and procedural changes affecting WIC authorized retail stores.
- 2) Facilitate two-way communications between retailers and the Virginia WIC Program.

# Virginia WIC Program

## *Rules of the Road*

- ◆ Start and End on time
- ◆ Participate
- ◆ Stay Focused
- ◆ Be Candid and Open
- ◆ No idea is Bad
- ◆ Headline & build
- ◆ Listen Fully
- ◆ Avoid Killer statements and gestures
- ◆ Share the spotlight with others
- ◆ Respect confidentiality....build trust
- ◆ Avoid side conversations
- ◆ Build Teamwork...while having *FUN*

# Virginia WIC Program

**Food Package Basics – see PowerPoint handouts**

**2009 Allowable Foods Application Process – see handouts**

**Retailer Survey Results – see handouts**

- Purpose
- How survey was conducted
- When survey results gathered?
- What did you tell us?
- Outstanding issues and/or questions?
- Next steps?

**Authorization and Selection Profile:**

A total of 850 store applicants' qualifications were evaluated. Store applicants not selected for was primarily due to one of the following reasons:

- Non competitive prices (21 store applicants);
- Past redemption history of a lower than standard number of participants served by the store (45 store applicants);
- Insufficient demand exists for certain stores based upon the number of participants residing in a specific community (56 store applicants); and
- Voluntary withdrawal or failed to meet other selection requirements (12 store applicants).
- A total of approximately 850 store applicants' qualifications reviewed (including 37 new store authorizations) were selected from this evaluation process.
- 66 Authorization exceptions granted (as of October 1, 2008)
- 26 store applicants' authorization status pending from informal settlement meetings held.

Frequently Asked Questions/Issues related to the Retailer Authorization and Selection Process

**Next Steps – Retailer Evaluation process:**

- ✚ Finalize selection decisions for 26 store applicants that had Informal Settlement Meetings and schedule (if applicable) full administrative appeal hearings.

**Role of Retailer Advisory Committee**

- How often should the Committee meet?
- Who should attend these meetings?
- Method/Approach used?

# Virginia WIC Program

## Training Opportunities

New Certified Trainees:

Date/Time:	Location:	Training Facilitator:
March 4-5, 2009 10:00 AM -4:00 PM	Henrico Co. Government Center Parham & Hungary Spring Rd Richmond, Virginia Telephone: (804) 501-4206	June Thompson <a href="mailto:June.Thompson@vdh.virginia.gov">June.Thompson@vdh.virginia.gov</a> Phone: (540) 338-3679

Refresher Training Sessions – Previously Certified WIC Trainers:

Date/Time:	Location:	Training Facilitator:
May 5, 2009 10:00 am – 1:00 pm	Eastern Henrico Government Center Conference Room 3820 E. Nine Mile Road Richmond, VA	June Thompson
May 14, 2008 9:30 am – 12:30 pm	Eastern Henrico Government Center (see address above)	Freda Bolling
May 19, 2009 9:30 am – 12:30 pm	Norfolk Health Department 830 Southampton Avenue 2 <sup>nd</sup> floor library Norfolk, VA 23510	Freda Bolling
May 28, 2009 10:00 am – 1:00 pm	Stafford Governmental Center 1300 Courthouse Road (ABC Conference Room) Stafford, VA	June Thompson
June 4, 2009 10:00 am – 1:00 pm	Roanoke City Health Department 515 8 <sup>th</sup> Street S.W. Roanoke, VA	TBD

Additional information will be mailed to corporate contacts, along with a registration form. Spaces reserved on a first come, first pay basis.

### **IMPORTANT WEBSITE Addresses:**

<http://www.vahealth.org/wic/>

<http://www.vahealth.org/wic/newwic.htm>

[https://wic-vweb.vdh.virginia.gov/pls/net\\_open/login](https://wic-vweb.vdh.virginia.gov/pls/net_open/login)

<http://leg1.state.va.us/>

# Virginia WIC Program

Error Message	Sep-08	Aug-08	Jul-08	Jun-08	May-08	Apr-08	Mar-08	Feb-08	Jan-07	Dec-07	Nov-07	Oct-07	Sep-07
Altered	0	1	1	0	0	0	0	0	0	0	0	0	0
Signature Not In Ink	0	0	4	6	1	4	0	0	1	4	1	5	10
Previously Paid	19	46	9	7	79	18	5	17	5	7	7	2	16
Price Not In Ink	18	19	25	23	23	8	10	12	40	8	5	11	49
Unauthorized Vendor	17	11	17	29	6		0	6	18	15	18	6	5
Previously Rejected	9	1	12	14	25	10	21	11	8	18	59	19	11
Encoding Error	46	40	38	38	27	47	36	23	23	28	26	28	15
Cashed Late	126	206	126	35	47	40	104	149	107	63	38	176	42
Wrong Vendor Stamp	3	9	5	1	21	23	5	0	9	88	121	194	209
Cashed Early	179	143	307	372	159	227	198	133	165	118	130	165	154
Signature Missing	212	229	399	264	275	319	313	279	312	271	351	357	328
Over FI Maximum	1438	1183	1697	1303	1726	2791	1014	983	1162	924	1213	1318	820
No Vendor #	383	510	428	472	389	302	623	415	579	1153	826	757	440
Unreadable Vendor #	839	783	819	522	596	554	756	781	1030	1549	1108	1000	386
Over Account Maximum	0	0	0	0	0	0	0	0	0	0	0	0	6
Total #FIs Rejected	<b>3289</b>	<b>3181</b>	<b>3887</b>	<b>3086</b>	<b>3374</b>	<b>4343</b>	<b>3086</b>	<b>2811</b>	<b>3459</b>	<b>4246</b>	<b>3903</b>	<b>4038</b>	<b>2491</b>
Rejection Percentage	0.76%	0.80%	0.85%	0.78%	0.83%	1.03%	0.77%	0.77%	0.80%	1.13%	1.01%	0.95%	0.70%

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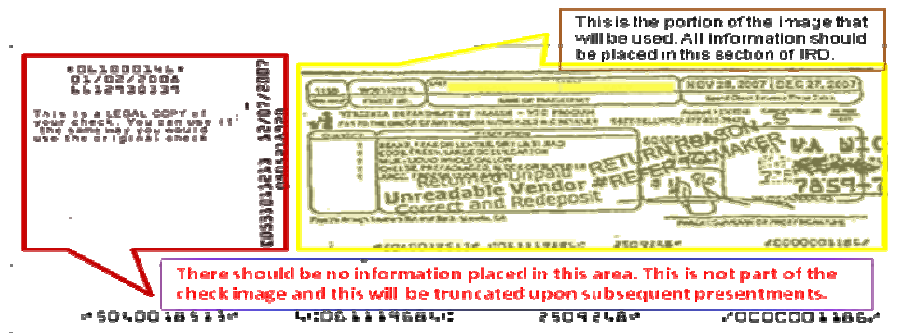
### Additional Information – Correcting IRD’s – Illegible (unreadable) Vendor Stamp

#### Description:

When a vendor stamp appears on a FI but the vendor number is not clear or possibly illegible with the IRD (Image Replacement Document), the vendor can handwrite the vendor number on the FI. **The store must hand write all numbers, the 4 digit number, “-“ and the check digit.** Covansys can process the FI, referencing the handwritten vendor number only if the FI reflects a portion of a WIC vendor stamp. The manual intervention could reduce the number of rejected FI because the vendor number is illegible.

FI presented for a second time will be represented by IRD and the area on the left side of the FI **should not be used to provide information for presentment.** This portion of the check is truncated and will not be sent with future images of the FI. The vendor may use their vendor stamp within any “white space” on the IRD along with the handwritten vendor number. **The required WIC vendor stamp or hand written number cannot be placed on the far left portion of an IRD (Image Replacement Document) because that is not imaged with Check 21 processing.**

Example of Check 21 IRD (Return Check) – The “white space” within the high-lighted area to the right (in yellow) will be present on represented FI’s. Do not use the far left areas (in red). The required WIC vendor stamp cannot be placed on the far left portion of an IRD (Image Replacement Document) because that is not imaged with Check 21 processing.



As stated in Retailer Agreement, Reimbursement (section J, paragraph 19) – All deposited FIs must be imprinted with an authorized WIC rubber stamp assigned to the store prior to depositing the FI.

Paragraph 20 – Prior to depositing, all FIs must be imprinted on the back of the deposited FI with the Retailer’s full store trade name.

This imprint requirement (store name on the back of the FI) is also stated in the Reimbursement policy (9.0), Missing Vendor Stamp, paragraph 4.

Note if stores comply with this requirement (imprinting the full store name on the back of the deposited FI) then the banking contractor’s endorsement edit process will be used to determine the right vendor ID. The FI will be paid and flagged as “endorsement edit” transaction.

# Virginia WIC Program

## Materials/Supplies Needed

Easel paper/board  
Markers  
Tape  
Charged cell phone

## Handout Materials

- Agenda Handout 10 copies
- Powerpoint Slide Presentation – 2009 Food Package Changes (10 copies)
- 2009 Allowable Foods Letter and Product Nutrition Requirements (10 copies)
- August 14, 2008 Retailer Advisory Committee Meeting (2 copies)
- Working With WIC Retailer Bulletin (fall edition) – (10 copies)
- Vendor Manual Replacement pages (5 sets)
- Authorization Update Letter and Frequently Asked Questions (September 26, 2008) (10 copies)
- MICR Encoding Error handout (10 copies)
- Trainer’s Resource Guide (3 copies)
- Cashier’s Training DVD (2 copies)

<b><i>Benefits:</i></b>

<b><i>Concerns:</i></b>

<b><i>Next Steps:</i></b>

