



WIC Flash

News from the Arkansas WIC Program
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A WIC Flash was sent out on December 21, 2018 with details concerning the Federal Government Shut-down. We would like to reiterate: *In the event of a federal government shutdown the WIC program will continue to operate as usual. WIC participants will be able to continue to redeem WIC items at any authorized vendor and eWIC claims will continue to be processed and settled.*

If you have any additional questions, please feel free to contact the WIC State Office at 501-661-2608. Our office has received reports that vendors have signs up in stores that say WIC is not available or cannot be accepted due to the Government Shutdown and this is false. Please ensure that stores understand the statement above concerning accepting WIC.

General Concerns

We are now six months in utilizing eWIC and we are seeing a number of areas of opportunity in stores.

- Please keep in mind that ALL eWIC receipts should be provided to the participants. We understand that every vendor's system is different, however, each of your system's were designed to provide: Beginning Balance receipts, Utilization or Redemption Receipts and an Ending Balance Receipt. Participants should also be provided the last receipt with the entire transaction in the event they have a mixed basket (WIC and Non-WIC) items. There have been continuous complaints from participants as well as investigators in regards to cashiers not providing receipts even after being requested. The receipts are NOT for cashiers to use for checking off WIC items and are NOT to be viewed by the cashiers. Please refer to your Vendor Handbook and Participation Agreement, (Pgs. 4-5, Pg. 40) which express receipts to be provided to participants.
- The new formula change information has been provided to Corporate Contacts since July 2018. We are still seeing several stores who say they were not aware of formula changes, or they did not know the formula minimum stock requirements. This information was provided on 6/13/2018 and 9/20/2018 in Arkansas WIC Flashes as well as at each Reauthorization and eWIC trainings provided between May and September, 2018.

Minimum stock requirements on formula were not initiated until after October 2018, beginning November 2018. Stores were provided ample time to have made corrections to replenishment issues and concerns.

Minimum stock requirements on formula will not be waived going forward.

- All vendors should have the current Arkansas WIC Approved Food List at each register dated for October 1, 2018. These were sent out to stores between September 17, 2018 – October 19, 2018, along with the new Arkansas WIC Vendor Handbook and Participation Agreement dated July 16, 2018 – July 15, 2021. During November – December Monitoring Visits by the Food Delivery Liaison’s, each vendor that did not have their food lists, the new eWIC tags or the Vendor handbook and agreement requested what was needed and should have their supplies this month.
- As of February 1, 2019, ALL Arkansas vendors should have approved WIC items tagged with the new blue/red eWIC tags. If your store is still in need of tags, please contact the State Office to have some sent to you. All previous authorized WIC tags will be considered obsolete and are not approved for use. Requests can be made to the Vendor Administrative Assistant: Stacie Torrence at Stacie.torrence@arkansas.gov .