

WIC FLASH

Important Updates for Arkansas Vendors

Arkansas Department of Health, WIC Program
5800 W. 10th Street, Suite 810, Little Rock, AR 72204
Little Rock, Arkansas 72203-1437

August 26, 2013

Ocean Spray Juices

Due to a change in bottle size from 64 oz to 60 oz, all varieties of Ocean Spray brand juices are no longer approved for the Arkansas WIC Program. If your store still has some of the 64 oz bottles left in inventory, those may be sold to WIC participants. Remove shelf tags when you run out of the 64 oz bottles. We will not be reprinting the food list to reflect this change, so please have cashiers make a note in the lists at the registers.

Previous WIC Flashes

Along with this WIC Flash, we have enclosed copies of the last two WIC Flash memos. We are still seeing problems with several of the issues covered in these two memos. Please review them again with your staff.

Approved Products

Please review the Arkansas WIC Approved Food List (purple – date 10/12) with your cashiers and customer service managers. In our recent store audits, we have discovered several instances where products that are not approved have been sold or products not listed on the check were sold (e.g. whole milk rather than 2%, 1%, or skim or Quaker Instant oatmeal using the whole grain benefit). When discovered, these errors will result in a claim for the total value of the WIC transaction. Please throw away any previous versions of the food list (orange or blue).

Store Closures or Change of Ownership

While we never like to see a WIC vendor close its doors, it does happen from time to time. Please remember that we require notice of closure or change of ownership in writing at least fifteen days in advance. Please see #28, p. 8 of the Vendor Participation Agreement and Handbook for more details.

Training of Store Staff

Each WIC vendor is responsible for seeing that their staff is trained on Arkansas WIC Program policies and procedures and are accountable for the actions of any staff who commit violations of the vendor agreement. Arkansas WIC is ready and willing to assist you with staff training. Contact your regional Food Delivery Liaison or Doris Allen, Vendor Compliance and Education Specialist at the state office to schedule training. WIC staff phone and e-mail information is listed in the Cashier/Bookkeeper Guide that has been issued to each vendor.

Next eWIC Conference Call

Wednesday, September 25, 1:30 – 2:30 pm. All vendors and corporate representatives are welcome to attend. WIC staff will provide updates and respond to questions regarding the transition to an electronic benefits transfer system. Call Line: 1-877-336-1831; Access Code: 8951404