



*Better
nutrition
for
a brighter
future*



**MARYLAND
WOMEN,
INFANTS &
CHILDREN
PROGRAM**



Maryland WIC Program
Vendor Manual
2014

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Introduction to WIC

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a nutrition program for pregnant women, breastfeeding mothers, postpartum mothers, infants, and children under five years old. WIC participants have family incomes less than 185% of the poverty level and have health problems that can be improved through good nutrition. WIC prescribes healthy foods tailored to the participants' needs.

The foods WIC provides include:

- ✓ Baby foods – fruits and vegetables for all infants and meat for exclusively breastfed infants
- ✓ Beans
- ✓ Canned tuna, salmon, and sardines for some women
- ✓ Cereal
- ✓ Cheese
- ✓ Eggs
- ✓ 100% fruit juice
- ✓ Fruits and vegetables (fresh, frozen or canned)
- ✓ Iron fortified infant formula
- ✓ Infant cereal
- ✓ Milk
- ✓ Peanut Butter
- ✓ Soy Milk
- ✓ Tofu
- ✓ 100% Whole wheat bread, brown rice, whole wheat or soft corn tortillas

WIC also refers participants to health and social service programs and provides breastfeeding support and information on good eating habits to help people be healthy and eat well.

Infants whose mothers participate in WIC are healthier at birth and have fewer health problems than infants whose mothers do not participate. Children who participate in WIC are less likely to have anemia (low iron in the blood) than children who don't participate.

The United States Department of Agriculture (USDA) funds WIC, which is administered by the Maryland Department of Health and Mental Hygiene, Prevention and Health Promotion Administration (PHPA). WIC clinics are operated at the local level by WIC agencies such as Health Departments and Community Health Centers that are located throughout Maryland (see the list on pg. 4).

While they are both funded by the USDA, WIC is different from the SNAP (formerly Food Stamps) program because WIC participants can only buy the types and quantities of foods shown on their checks. In addition, WIC participants can only use their checks at stores that have a signed agreement with the State WIC Agency. The stores and people who sell WIC foods are very important because they:

- ✓ Help people become healthier;
- ✓ Are located statewide to give WIC Participants shopping options at a variety of locations; and
- ✓ Make sure that WIC customers buy only those foods prescribed on their WIC checks.

WIC authorizes the following types of stores:

- ✓ Food Store - A grocery store licensed under Code of Maryland Regulations (COMAR) 10.15.03 that has no pharmacy on its premises.
- ✓ Pharmacy - A drug store licensed by the State Board of Pharmacy that does not have a food store under the same ownership on its premises.
- ✓ Food Store/Pharmacy Combination - A food store and a pharmacy under the same ownership on the same premises.
- ✓ Commissary - A grocery store located on a military installation and/or owned by the Department of Defense.

Your agreement with the Maryland WIC Program allows you to accept checks only from Maryland. If you take checks from another state or Washington, D.C., the Maryland WIC Program will not pay your store.

Who to Call If You Need Assistance

Vendor Management/Fraud and Abuse:

James A. Butler, Chief
Vendor Operations and Program Support
410-767-5258
james.butler@maryland.gov

Vendor Authorization, Training, & Ordering WIC Materials:

Siwon Lee
Vendor Authorization and Training Supervisor
410-767-5433
siwon.lee@maryland.gov

Tiasha Taylor
Vendor Compliance and Training Specialist
410-767-3519
tiasha.taylor@maryland.gov

Bryan Rossi
Vendor Authorization and Training Specialist
410-767-5251
bryan.rossi@maryland.gov

Reimbursement Review for Rejected WIC Checks:

Sharon Gibbs
WIC Financial Unit
410-767-5241
sharon.gibbs@maryland.gov

All state WIC staff can also be reached through the main WIC number: 1-800-242-4WIC (4942) toll-free in the State of Maryland.

The State WIC Office administers the WIC Program in Maryland, and the WIC employees named above perform the functions listed. In general, you should call the State WIC Office with questions concerning vendor policy matters. WIC local agencies primarily handle clinical and administrative duties having to do with WIC participants. At the local clinics, participants are certified, have the WIC rules and regulations explained to them, and receive their checks.

Each local agency has a vendor liaison that will be happy to help you. The following two pages list each local WIC agency in Maryland, their phone numbers, the counties they serve, and the local agency identification numbers found on the upper left hand corner of the WIC check. You may call your local agency concerning WIC participants and general questions you have about WIC.

Local WIC Agencies

| | |
|---|--------------|
| 0101 Allegany County | 301-759-5020 |
| 0202 Anne Arundel County | 410-222-6797 |
| Baltimore City Local Agencies | |
| 3030 Baltimore City WIC Program | 410-396-9427 |
| 3232 Johns Hopkins WIC Program | 410-614-4848 |
| 0303 Baltimore County | 410-887-6000 |
| 0804 Calvert County | 877-631-6182 |
| 0505 Caroline County | 410-479-8060 |
| 0606 Carroll County | 410-876-4898 |
| 1207 Cecil County | 410-996-5255 |
| 0808 Charles County | 301-609-6857 |
| 0509 Dorchester County | 410-479-8060 |
| 1010 Frederick County | 301-600-2507 |
| 1111 Garrett County | 301-334-7710 |
| Grantsville residents | 301-895-3111 |
| 1213 Harford County | 410-273-5656 |
| 1313 Howard County | 410-313-7510 |
| 1714 Kent County | 410-810-0125 |
| Montgomery County | |
| 2515 Community Clinic, Inc. (CCI) | 301-762-9426 |
| Prince George's County Local Agencies | |
| 1616 Prince George's County Health Department | 301-856-9600 |
| 2626 Greater Baden Health Services | 301-324-1873 |
| 1506 Greenbelt WIC Clinic (CCI) | 301-762-9426 |
| 1717 Queen Anne's County | 410-758-0720 |
| 2219 Somerset County | 410-749-2488 |
| 0818 St. Mary's County | 877-631-6182 |
| 0520 Talbot County | 410-479-8060 |
| 2121 Washington County | 240-313-3335 |
| 2222 Wicomico County | 410-749-2488 |
| 2223 Worcester County | 410-749-2488 |

Vendor Authorization

The State WIC Agency must be sure that food is distributed properly. Therefore, we carefully select vendors. In order to be approved for authorization, a store must:

- ✓ Be licensed to do business in Maryland;
- ✓ Submit a completed application;
- ✓ Operate at a fixed location;
- ✓ Be authorized to accept SNAP (unless a pharmacy or military commissary);
- ✓ Have the required minimum stock from the time of application and thereafter;
- ✓ Comply with federal and state laws;
- ✓ Maintain sanitary conditions;
- ✓ Pass an on-site review (an unannounced inspection of the store) conducted by the State WIC Agency to determine if the minimum requirements for authorization have been met;
- ✓ With the exception of military commissaries, have prices that do not exceed 125% of the average prices in the store's peer group;
- ✓ Complete, sign and submit **two original** Vendor Agreements;
- ✓ Attend training conducted by the State WIC or Local Agencies; and
- ✓ Not be under suspension or disqualification from WIC or the SNAP programs.

If a store is denied authorization, the State WIC Agency will let the store know the reason, how to reapply, or how to file an appeal. **Appeals must be filed within 10 days of the applicant's receipt of the notice of denial of authorization.**

On-Site Review

The following two pages consist of the form that the State WIC Agency uses to conduct an on-site review of an applicant's store. The on-site review will be performed within 60 days of receipt of an application. **Advance notice to the vendor of an on-site review is not provided.** The required minimum stock must be in the store at the time of application. In addition to verifying that the store has the required minimum stock, the inspector will also verify that the vendor has a valid food service facility license, SNAP Program authorization, is sanitary, is at a fixed location, and meets all other authorization requirements as specified in COMAR 10.54.03.04.



Maryland WIC Program

Retail Vendor On-Site Review Form

08/05/2013

| | | | | | |
|---|--|--|--|---|--|
| 1. Store Name WOWTEST VENDOR | | 2. Date | | 2a. Vendor/Applicant ID E9 | |
| 3. Street Address 201 W. PRESTON STREET | | | | 4. Phone # (410) 767-4063 | |
| 5. City Baltimore | | 6. County Baltimore City | | 7. Zip Code 21200 | |
| 8. Check One: Food Store <input type="checkbox"/> Pharmacy <input type="checkbox"/> Combination <input type="checkbox"/> | | | | 8a. Number <input type="checkbox"/> | |
| 9. Answer A-F Yes or No | | Circle Type of License(s): | | Food Store <input type="checkbox"/> Pharmacy <input type="checkbox"/> | |
| A. Current License? _____ | | Issuing Agency: DHMH State Board of Pharmacy | | | |
| B. Handicapped Access? _____ | | | C. Fixed Location? _____ | | |
| D. Minimum Stock ? (From 11 Below) _____ | | | If No, was the Store Room Checked? _____ | | |
| E. Sanitary? _____ If not, list conditions in #14 | | | F. STARS Check O.K.? _____ | | |

10. Minimum Stock:

11. Food Item Prices:

| | O.K? | If No, enter how much was there | Brand/Type/UPC | Quantity | Max Price |
|--|--------------------------|---------------------------------|----------------|-----------|-----------|
| Milk, Whole, 1% Or Fat-Free, 1 Gallon (10 Gallons) | <input type="checkbox"/> | _____ | _____ | _____ GAL | _____ |
| Eggs, Large, 1 Dozen (6 Dozen) | <input type="checkbox"/> | _____ | _____ | _____ DOZ | _____ |
| Cereal, 18 Oz Or Larger, (6 Box Whole Grain, 6 Box Other) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Juice, 64 Oz Container (6 Bottles, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Juice, Frozen, 11.5-12 Oz Size (9 Cans, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Peanut Butter, 16-18 Oz Cont (6 Jars) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Beans, Canned, 14 - 16 Oz Can (12 Cans, 3 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Fish, Canned, 3.75 - 7.5 Oz Can, (30 Ounces, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Cheese, Domestic, 16 Oz, (6 Lbs, 4 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Infant Foods, Fruit Or Vegetable, 2nd Stage, 3.5-4 Oz Jar (32 Jars, 2 Varieties Fruit & Veg) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Infant Foods, Meats 1st Or 2nd Stage, 2.5 Oz Jar (31 Jars, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |



Maryland WIC Program

Retail Vendor On-Site Review Form

08/05/2013

| 10. Minimum Stock: | O.K? | If No, enter how much was there | Brand/Type/UPC | Quantity | Max Price |
|--|--------------------------|---------------------------------|----------------|-------------|-----------|
| Gerber Dry Infant Cereal, 8 Or 16 Oz Container (6 Boxes, 2 Varieties (1 Rice)) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Similac Advance (With Iron), Concentrate, 13 Ounce (16 Cans) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Similac Advance (With Iron), Powder, 12.4 Ounce (24 Cans) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Enfamil Prosobee, Concentrate, 13 Oz (18 Cans) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Enfamil Prosobee, Powder, 12.9 Oz (6 Cans) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| Bread (15-16 Oz), Rice (16 Oz), Tortillas (16 Oz) (4 Lbs, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |
| \$32 Fruits And Vegetables, 2 Varieties | <input type="checkbox"/> | _____ | _____ | _____ Penny | _____ |
| Dry Beans, 1 Lb Bag (3 Lbs, 2 Varieties) | <input type="checkbox"/> | _____ | _____ | _____ OZ | _____ |

12. I have reviewed this report of the on-site review and I agree ____/disagree ____ with its accuracy.

13. Store Representative's Comments: _____

Printed Name _____ Title _____

Signature _____ Date _____

14. WIC Representative's Comments: _____

Printed Name _____ Title _____

Signature _____ Date _____

Required Minimum Stock

“WIC Pharmacy Only” stores are not required to carry the minimum stock and may only redeem WIC checks that provide infant formula unless the pharmacy is authorized as a “Food Store/Pharmacy” and carries the required minimum stock. **All pharmacies and food store/pharmacies must be able to provide, within 48 hours of request (excluding weekends and holidays), any infant formula prescribed on a WIC check.**

Required Minimum Stock as of October 1, 2013

| Food Item | Specifications | Size | Quantity |
|---|--|---|-----------|
| Milk | Whole | Gallons | 4 |
| | Low fat (1%) or fat free (nonfat) | Gallons | 10 |
| Cheese | Domestic - block or sliced – 4 varieties: (American, Cheddar, Monterey Jack, Mozzarella, or Swiss) | 16 ounces | 6 |
| Eggs | White, medium or large | Dozen | 6 |
| Beans | Dried – 2 varieties: (Beans like: kidney, navy, garbanzo, or lima) Split peas, black-eyed peas, or lentils. | 1 pound | 3 |
| | Canned – packed in water – 3 varieties: (Beans like: kidney, navy, garbanzo, or lima.) | 14 – 16 ounces | 12 |
| Peanut Butter | Plain, smooth, crunchy, or extra crunchy, or creamy. | 16 – 18 ounces | 6 |
| Canned Fish | Packed in water – 2 varieties: (Chunk Light Tuna, Pink Salmon, or Sardines) | Tuna (5-6 oz) Salmon (5, 6, or 7.5 oz) Sardines (3.75 oz) | 30 ounces |
| Vendors must stock at least 2 varieties from cereal groups A and B and 1 variety from group C. | | | |
| Cereal | A. Corn, wheat, oats, or rice: <i>Kellogg's Rice Krispies,</i> <i>Kellogg's Special K, and Kellogg's Corn Flakes</i> <i>Malt-O-Meal Oat Blenders Honey,</i> <i>Malt-O-Meal Oat Blenders Honey & Almonds,</i> <i>Malt-O-Meal Hot Wheat Cereal</i> | 18 ounces or larger | 6 boxes |
| | B. Whole grain, wheat or oats: <i>General Mills Cheerios (Plain)</i> <i>General Mills Kix</i> <i>Kellogg's All Bran Complete Wheat Flakes</i> <i>Kellogg's Frosted Mini Wheats (Big Bites & Original)</i> <i>Kellogg's Scooby Doo</i> <i>Post Grape Nuts</i> <i>Post Grape Nuts Flakes</i> <i>Post Lightly Frosted Shredded Wheat</i> <i>Post Honey Bunches of Oats (Vanilla Bunches, Honey Roasted, Almond, Cinnamon Bunches)</i> <i>Post Honey Nut Shredded Wheat</i> <i>Quaker Oatmeal Squares with Brown Sugar</i> <i>Quaker Cinnamon Oatmeal Squares</i> <i>Quaker Life</i> | 18 ounces or larger | 6 boxes |
| | C. Hot cereal – 1 variety: <i>B & G Foods Cream of Wheat 1 minute and 2 ½ minute</i> <i>Quaker Instant Oatmeal (Original)</i> <i>Quaker Instant Grits (Original)</i> | 11.8 or larger | 1 box |

| Vendors must stock at least 2 varieties of whole grain products from the list below. | | | |
|---|--|------------------|------------------|
| <i>Whole Grain Products</i> | 100% Whole Wheat Bread, Rolls, or Buns (Must say "100% Whole Wheat Bread" on label) | 15-16 ounces | 4 pounds (total) |
| | Soft Corn or Whole Wheat Tortillas <i>Buena Vida Whole Grain Tortillas</i> <i>Carlita Corn or 100% Whole Wheat Tortillas</i> <i>Celia's Corn Tortillas</i> <i>Chi Chi's White Corn or Whole Wheat Tortillas</i> <i>Don Pancho White Corn or Whole Wheat Tortillas</i> <i>La Burrita Yellow Corn Tortillas</i> <i>La Banderita White Corn or Whole Wheat Tortillas</i> <i>Mission Yellow Corn or Whole Wheat Tortillas</i> <i>Ortega Whole Wheat Tortillas</i> | 16 ounces | |
| | Brown Rice (Dry, plain) | 16 ounces | |
| <i>Fruits & Vegetables</i> | Fresh (whole or cut), frozen, or canned 2 varieties of fruit & 2 varieties of vegetables | | \$32 total value |
| Vendors must stock at least 2 varieties from 100% juice groups A and B. | | | |
| <i>100% Juice</i> | A. Unsweetened – plastic bottles or cartons: Orange, Grapefruit (Any brand) Pineapple – <i>Best Yet, Food Lion, Hannaford, Shurfine</i> Apple – <i>Best Yet, Essential Everyday, Food Lion, Giant, Giant Eagle, Great Value, Hannaford, Market Pantry, My Essentials, Old Orchard, Safeway, Shop Rite, Shurfine, Valu Time, Wegmans</i> Grape (red, purple, white) – <i>Best Yet, Food Lion, Giant, Giant Eagle, Harris Teeter, Juicy Juice, Old Orchard, Valu Time, Wegmans</i> Vegetable – <i>Best Yet, Diane's Garden, Giant, Great Value, Hannaford, Harris Teeter, V8</i> Tomato – <i>Campbell's, Food Lion, Giant, Great Value, Hannaford, Harris Teeter, Market Pantry, Shursaving</i> | 64 ounces | 6 (total) |
| | B. Frozen Concentrate: Orange, Grapefruit (Any brand) Pineapple – <i>Dole, Old Orchard</i> Apple – <i>Best Yet, Essential Everyday, Food Lion, Giant, Great Value, Hannaford, My Essentials, Old Orchard (green tear stripe), Safeway, Seneca</i> Grape – <i>Best Yet, Old Orchard, Welch's (yellow tear strip)</i> | 11.5 – 12 ounces | 9 (total) |
| <i>Infant Formula</i> | Milk Based - Similac Advance with Iron powder | 12.4 ounces | 24 |
| | Milk Based – Similac Advance with Iron Concentrate | 13 ounces | 16 |
| | Soy Based – Enfamil Prosobee powder | 12.9 ounces | 6 |
| | Soy Based – Enfamil Prosobee Concentrate | 13 ounces | 18 |
| <i>Infant Cereal</i> | Gerber – dry 2 varieties (1 variety must be rice) | 8 or 16 ounces | 6 (total) |
| <i>Baby Food</i> | Vegetables, plain or combination – 2 varieties Fruits, plain or combination – 2 varieties | 3.5 – 4 ounces | 32 (total) |
| <i>Baby Meat</i> | Plain chicken, turkey, beef, lamb, veal, or ham – 2 varieties | 2.5 ounces | 31 (total) |

Maryland WIC Authorized Vendor Infant Formula Supplier Directory

Below are infant formula sources for Maryland WIC authorized vendors. As a Maryland WIC authorized vendor, infant formula may only be obtained from the sources provided in this directory. If you do not see your current source listed please contact this office at 410-767-5258 or 1-800-242-4942 (toll free) for guidance. **Note: You may have a different address for the same sources, which is acceptable.** You may change your source at any time provided your new source is listed. This directory will be updated annually and is also available online at www.mdwic.org

| | |
|---|--|
| Manufacturers | |
| Mead Johnson 282 Galahad Drive Rochester, NY 14623-5508 585-334-9377 | Nestle USA 800 North Brand Blvd Glendale, CA 91203 617-770-2638 |
| Abbott Laboratories 3300 Stelzer Road Columbus OH 43219 | PBM Nutritionals 147 Industrial Park Road Georgia, VT 05468-2109 800-959-2066 x131 |
| Nutricia North America 9900 Belward Campus Drive Ste 100 Rockville MD 20850 | Solus Products, LLC 8910 Purdue Road, Suite 230 Indianapolis, IN 46268 |
| Distributors | |
| Cardinal Health 1120 Commerce Blvd Swedesboro, NJ 08085 301-341-4308 | Jetro 3405 Annapolis Road Baltimore, MD 21227 410-354-1500 |
| Moran Foods, Inc. 9822 Prosperity Lane Williamsport, MD 21795 800-828-1530 | Supervalu, Inc 8258 Richfood Road Mechanicsville, VA 23116 800-444-7424 |
| Supervalu, Inc. 3900 Industrial Road Harrisburg, PA 17110 717-232-6821 | Food Lion Distribution Center #7 Lot 16 Commerce Ave Greencastle, PA 17225 717-597-1100 |
| Lancaster Distribution Center 500 S Muddy Creek Road Denver, PA 17517 717-335-4000 | |

| | |
|---|---|
| Wholesalers | |
| Associated Wholesalers, Inc Route 422 Robesonia, PA 19551-0067 800-927-7771 | AWI 600 Arsenal Road York, PA 17402 717-854-1505 |
| B-Green Cash & Carry 1300 S Monroe St Baltimore, MD 21230 410-539-6134 | B-Green Cash & Carry 2401 Belair Road Baltimore, MD 21213 410-563-0323 |
| Bill's Wholesale Grocery, Inc. 211 Meadows Ridge Drive Mt. Norris, PA 15349 800-288-2565 | Bozzuto's, Inc. 275 Schoolhouse Road Cheshire, CT 06410 800-243-9761 |

WIC Authorized Foods

Your WIC customers may only purchase the foods specified on their WIC checks in varieties and sizes authorized by the Maryland WIC Program. The WIC Authorized Foods List serves as your resource for identifying approved brands and varieties. Your store will always receive notification when a new list is printed and when there have been changes to the WIC Authorized Foods List. Your WIC customers should have a list with them when they shop. However, in the event they do not, your store should keep a supply handy for both your customers and your employees. You may obtain copies of the WIC Authorized Foods List by contacting the WIC Program Vendor Unit.



Vendor Training

New Vendor Training

All stores that have been approved for WIC authorization **must attend New Vendor Training before they can accept WIC checks.** This first training is geared toward managers and supervisors so they can train their employees to accept and process WIC checks. However, cashiers or front-end supervisors may also attend. This training is normally scheduled as soon as possible after approval of an application. The number of vendors attending varies according to how many applications have been approved prior to the scheduled training date.

Annual Vendor Training

Annual Vendor Training is conducted once a year. **All currently authorized WIC vendors must attend annual training in order to maintain their WIC authorization.** Annual Training is normally offered by videoconference in the fall in each region of Maryland. There is always a review of WIC procedures and new topics that have come up in the past year. This is also a good opportunity for vendors to provide the WIC Program with feedback and suggestions. Significant program changes have come about that started out as suggestions from WIC vendors!

Cashier Training

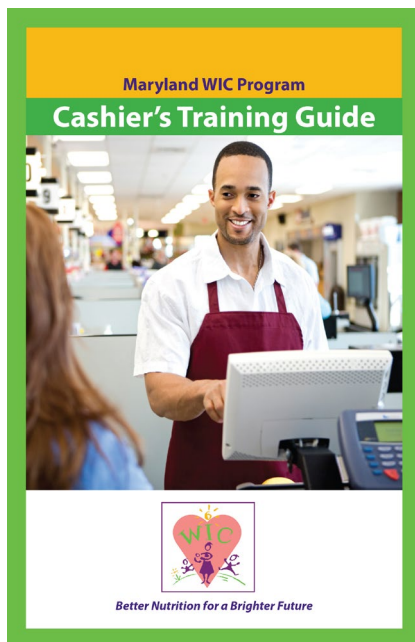
The WIC Program also offers cashier training to current WIC vendors. This training is not required but all vendors are encouraged to take advantage of it. Those who accept the training have fewer errors on WIC checks and fewer checks rejected by the bank. The cashier trainings will be scheduled regionally throughout the year. All vendors in the region will be notified of the available training dates and locations. Pre-registration is required.

The WIC Program may mandate cashier training for a vendor with a high rate of errors, rejected checks or complaints. A vendor that fails to attend training mandated by the WIC Program may have its WIC authorization terminated. Vendors may also request in store training. In store training may be arranged provided there are WIC staff available and a sufficient number of store personnel to be trained.

Training Materials

The Maryland WIC Program makes training materials available to its vendors upon request at no cost. These materials are developed to help you train your cashiers and other store personnel. They also serve as convenient refreshers and can answer questions or help with problems that you may not have encountered before. To order any of these materials, please contact the State WIC Office at 1-800-242-4WIC (4942).

Cashier's Training Guide



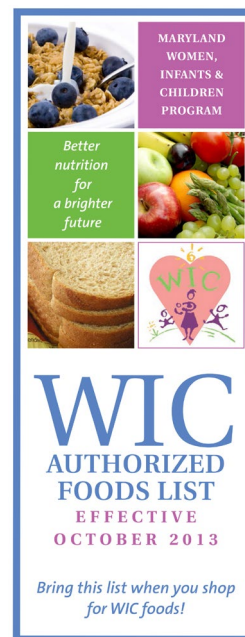
Cashier Ready Reference Guide



Vendor Update



Authorized Foods Lists



Shelf Tags

Shelf tags are made available to WIC vendors at no charge. Use of shelf tags is optional. However, vendors are encouraged to use them as they help your customers find the WIC authorized products in your store. If you use shelf tags, you are also cautioned to make sure they are properly placed. If your stockers move items on your shelves, make sure the tags are not in the wrong location. Remember that it is a violation of federal and state WIC regulations to place stickers or labels on WIC food items. Vendors may develop their own shelf tags. **However, you are also reminded that the WIC acronym (W.I.C.) and the WIC logo are copyrighted and may not be used without obtaining permission from the State WIC Agency.**



The Participant Identification Folder

The Participant Identification Folder is a tri-fold document. It must be presented by the participant or the person shopping for the participant when using WIC checks. **It is the only form of identification a vendor may require.** Whoever uses the folder must have their signature on it. Be sure to check the three items below before you accept a WIC Check: **(Note: If your WIC customer leaves the folder in your store, please contact the Local WIC Agency on the front of the folder!)**

MARYLAND WIC PROGRAM
Participant Identification Folder

| Names of Participants (print) | WIC ID Number |
|-------------------------------|---------------|
| Test, Friday | 200 708 439 |
| Test, Alice | 200 835 092 |
| Doe, Infant | 200 851 143 |
| | |
| | |
| | |

Better nutrition choices for a brighter future

MARYLAND WOMEN, INFANTS & CHILDREN PROGRAM

PERSONS AUTHORIZED TO SIGN WIC CHECKS

| | |
|---|--|
| Friday Test <small>Head of Household (print)</small> | <i>Friday Test</i> <small>Signature</small> |
| <small>Proxy (print)</small> | <small>Signature</small> |
| <small>Proxy (print)</small> | <small>Signature</small> |

If this folder is found, please contact the local WIC agency below:

ANNE ARUNDEL COUNTY WIC PROGRAM
791 AQUAHART RD, STE 200
GLEN BURNIE, MD 21061
410-222-6797

Local WIC Agency

0202

Folder valid only with Stamp here.

Bring this ID Folder to all WIC appointments and to the store when you shop for WIC foods.

There must be at least one name (first and last) with a WIC ID number. There may be as many as six names, each with a different number. The check being used must match a name and ID number listed here.

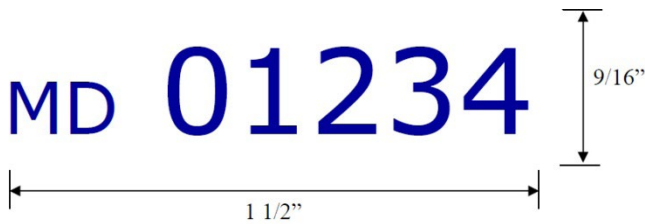
NOTE: There are instances in which a participant number will not appear on the check (i.e. manually issued checks).

There must be at least one signature and there may be up to three. One signature must match the name signed on the WIC check.

There must be a local agency stamp.

The Vendor Identification Stamp

A set of two stamps are provided to a new vendor by the program at no cost. However, it is the vendor's responsibility to replace the stamps in the event they are worn out, lost, or broken. You may use any supplier (e.g., Office Depot, Staples, etc.) to replace the stamps as long as the new stamp meets the following specifications:



Verdana font 12 and 20 pitch-expanded spacing 2.0

Stamp base rubber size: 9/16" x 1 1/2":

Use of stamps not meeting the above specifications will result in rejection of your checks by the bank!

Clean your stamp if it becomes dirty. Pay close attention to the image quality of the stamp's impression on your checks. If it is faded or illegible, re-ink the pad on the pull out tray located on the side of the stamp, or replace the stamp. For your reference, the brand of the stamps initially provided is IDEAL®50 which is a premium quality self-inking stamp from M&R Marking Systems Inc. However, you may use any brand as long as the proper specifications are followed.



Processing the WIC Check

At the cash register:

- ✓ A WIC identification folder must be presented in order to make a WIC purchase. If the customer does not present the identification folder, ask for it. No other form of identification may be requested.
- ✓ Check the purchase dates at the top of the check. The check cannot be accepted before the “First Date to Spend”, or after the “Last Date to Spend.”
- ✓ You may optionally fill in the date redeemed section (located between the First Date to Spend”, and “Last Date to Spend.”
- ✓ Look at the WIC check to see if it has been altered (for example changing the quantity of the food items, or attempting to provide longer than the dates to spend). If it has, do not accept it.
- ✓ Make sure the WIC customer has separated the WIC foods. The WIC foods must be grouped by check and separated from all other purchases. Checks may only be used for the type and amount of food written on the check in the designated area. **Always use the information contained in the food prescription box to determine what your WIC customer may purchase. No substitutions are allowed!** The WIC customer does not have to buy everything on the check so make sure you scan or count each item. **Do not assume everything on the check is being purchased.**
- ✓ Make sure that only authorized foods are being purchased. Refer to your authorized foods list. Remember, that some special foods are not listed on the authorized foods list. Follow the items prescribed on the WIC Check.
- ✓ **Rain checks may not be given for WIC food items that are out of stock.**
- ✓ WIC customers may use cents-off coupons and bonus cards. The value of the coupons must be deducted from the sale price. **No cash can be given back to the WIC customer.**
- ✓ If the customer is using a WIC Fruit and Vegetable Check (FVC), the price you write on the check may not exceed the value of the FVC. The customer has the option of paying the overage, buying less, or voiding the sale. **If the customer purchases less than the FVC denomination, no change is given!**
- ✓ Each check is processed as a separate sale. Add up the cost of the food purchased on each check and enter the price in ink in the block at the right side of the check.

- ✓ Be sure that the WIC customer signs each check in black or blue ink on the signature line at the bottom of the check **after** you have entered the price. **You may not request a signature prior to entering a purchase amount on the check.** If you make a mistake entering the price, put a single line neatly through the wrong price and write the correct price in ink above and inside the blocks. Then have the WIC customer sign again on the signature line at the top of the check (see page 35). Compare the name signed on the check to the name signed on the WIC identification folder. If the names do not match, you cannot make the sale.
- ✓ If the check cannot be accepted, note the check number, and the name and identification number of the participant. Report the incident to your local WIC agency as soon as possible.
- ✓ If your register does not automatically endorse the check, be sure to endorse it with your store's name and bank account number but do not endorse the check over to anyone else.
- ✓ Stamp the check with your vendor identification stamp in the appropriate area on the front of the check.
- ✓ Check for errors that may cause the check to be rejected (**see pages 25-29 Bank Rejections and How to Request Payment Review**). If you detect an error, contact the State WIC office for guidance prior to depositing the check. Also, refer to the section on vendor reimbursements in this manual.
- ✓ Deposit the check as soon as possible. If you deposit it more than 30 days after the "Last Date to Spend," you will not be paid.


On the following pages are examples of WIC checks to illustrate the variety of checks and food packages you may see. Special food packages are sometimes issued to people who do not have refrigeration, require a kosher diet, or to children who require special formulas. However, in several of the food categories, the authorized foods list states that special foods are allowed only if the WIC check prescribes them.


Remember that the check is the highest authority on what is eligible. Unless the check has been altered, the food listed on the check must be allowed for purchase.


If you have questions, or are unsure about an item being prescribed on a WIC check, you should immediately contact your Local WIC Agency, or the State WIC Program.

Maryland WIC Checks

Maryland WIC Checks incorporate security features such as watermarks to deter fraud. If you encounter a WIC check that appears fraudulent, please immediately notify the WIC Program.

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | |
|---|---------------------|--------------------|---|----------------|--------------------|---|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | CHECK NUMBER | |
| | 111101 | 200 708 439 | Test, Friday | | | 65730059 | |
| | FIRST DATE TO SPEND | July 04, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | August 03, 2013 | |
| CATEGORY: PG TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS | |
| 10 (Ten) dollars for Fruits and Vegetables Also accepted by WIC Farmers | | | | | | \$ | |
| Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | |
| SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X | | | | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | |

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | |
|--|---------------------|--------------------|---|----------------|--------------------|---|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | CHECK NUMBER | |
| | 111101 | 200 708 439 | Test, Friday | | | 65730058 | |
| | FIRST DATE TO SPEND | July 04, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | August 03, 2013 | |
| CATEGORY: PG TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS | |
| 1 16 ounce package domestic cheese 1 half gallon 1% (lowfat) or fat-free (nonfat) fluid milk 1 pound whole wheat bread OR brown rice OR whole wheat or soft corn tortillas 36 ounces or less cereal | | | | | | \$ | |
| Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | |
| SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X | | | | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | |

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | |
|---|---------------------|--------------------|---|----------------|--------------------|---|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | CHECK NUMBER | |
| | 030301 | 200 835 092 | test, alice | | | 66296956 | |
| | FIRST DATE TO SPEND | August 22, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | September 21, 2013 | |
| CATEGORY: CI TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | CASHIER FILL IN EXACT AMOUNT OF SALE DOLLARS CENTS | |
| 18 Similac Advance (with iron), Concentrate, 13 ounce can Formula | | | | | | \$ | |
| Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | |
| SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY X | | | | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | |


Manual WIC Checks

On rare occasions, it may be necessary to issue what are referred to as “manual WIC checks” to WIC participants. The box indicating the dollar value of the FVC will always be printed on the check and the “Fruits and Vegetables” water mark image (“D” below) will be present. You must accept these FVCs from your WIC customers.

Note: Manual FVCs do not have participant I.D. numbers on them. The participant’s name, first and last dates to spend will be hand written.

- A. Manual WIC checks have a hand written participant name on them.
- B. Manual WIC checks have a hand written first date to spend, and last date to spend.
- C. DATE REDEEMED field is for optional store use. However, using it can help you avoid taking a WIC check before, or after the valid dates to spend.

A

| | | | | | | | | | |
|--|---|--------------------|---|------|--|----------|--|--|-------|
| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | | | |
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | | CHECK NUMBER | | |
| | 30 | MANUAL | DOE, INFANT | | | | 66296742 | | |
| | FIRST DATE TO SPEND | 8/8/2013 | DATE REDEEMED | 7/7/ | LAST DATE TO SPEND | 9/7/2013 | B | FILL IN EXACT AMT OF SALE | |
| FOOD PKG: SIMILAC ADVANCE F-29 CONC (2 of 2) | | | | | | | | \$ | CENTS |
| TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | | C | PROXY SIGN FOR PRICE CORRECTION ONLY | |
| 17 Similac Advance (with iron), Concentrate, 13 ounce can | | | | | | | | | |
| Formula | | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | | |
| Maryland WIC Program | Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | 75-1248 919 | | SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | |
| | | | | | X | | | | |

WIC Fruits and Vegetables Checks


The cashier should:

Write the total dollar amount of the produce being purchased on the WIC FVC. (*Remember FVCs may only be used for the purchase of allowed fruits and vegetables. FVC face values are \$6, \$10 and \$15.*)

Allow purchases to be combined with cash purchases (*if the total of the items being purchased exceeds the value of the voucher, the customer makes up the difference*).

Not provide change if the purchase amount is less than the FVC face value

NEVER fill in a purchase amount on a FVC that is higher than the face value of the FVC! **The FVC will be rejected for payment by the bank.**

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | |
|--|---|--------------------|--|----------------|--------------------|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | CHECK NUMBER |
| | 111101 | 200 708 439 | Test, Friday | | | 65730059 |
| | FIRST DATE TO SPEND | July 04, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | August 03, 2013 |
| CATEGORY: PG | | | | | | CASHIER FILL IN EXACT AMOUNT OF SALE |
| TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | DOLLARS |
| 10 (Ten) dollars for Fruits and Vegetables | | | | | | CENTS |
| PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY | | | | | | \$ |
| <p>Also accepted by WIC Farmers</p> | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR |
| | | | | | | |
| Maryland WIC Program | Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | 75-1248 919 | SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND |
| | | | X | | | |




How To Correct A WIC Check

If you make an error filling in the purchase amount on a WIC check, you may make one correction by drawing a **single** line through the incorrect price ("A" below) and writing the correct price directly above it and having the customer sign again on the price correction line ("B" below). Improperly corrected WIC checks are rejected by the bank and will not be paid.

Below is an example of the proper way to correct a WIC check: The customer has signed the WIC check and approved the correction by signing the price correction line ("B" below). A single line has been drawn through the incorrect price and the correct price has been written in directly above it.


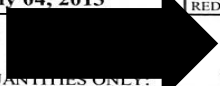
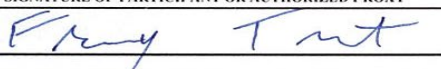
PROPER CORRECTION:

A

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | | | |
|---|--------|--------------------|--|----------------|--------------------|--|--|--|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | | CHECK NUMBER | | |
| | 111101 | 200 708 439 | Test, Friday | | | | 65556 | | |
| FIRST DATE TO SPEND | | July 04, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | | August 03, 2013 | | |
| CATEGORY: PG | | B |  | | | | CASHIER EXACT AMOUNT PAID | | |
| TO BE USED FOR THESE | | | | | | | PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY | | |
| 1 dozen eggs 1 pound dry OR 4 (14 to 16 oz) canned beans, peas, or lentils OR 18 oz or less peanut butter 2 gallons 1% (lowfat) or fat-free (nonfat) fluid milk | | | | | | DOLLARS 10 CENTS 32 \$ 13 02 | | | |
| | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | | | |
| Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | 75-1248 919 | SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY | | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | | |
| | | X |  | | | | | | |

IMPROPER CORRECTION (WILL BE REJECTED):

Notice the customer was not asked to sign the correction line and Xs were used.

| THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND AN ARTIFICIAL WATERMARK ON THE BACK - HOLD AT ANGLE TO VIEW | | | | | | | | | |
|--|--------|--------------------|--|----------------|--------------------|--|--|--|--|
|  | AGENCY | PARTICIPANT ID NO. | NAME OF PARTICIPANT (LAST, FIRST, M.I.) | | | | CHECK NUMBER | | |
| | 111101 | 200 708 439 | Test, Friday | | | | 65557 | | |
| FIRST DATE TO SPEND | | July 04, 2013 | DATE REDEEMED | STORE USE ONLY | LAST DATE TO SPEND | | August 03, 2013 | | |
| CATEGORY: PG | | B |  | | | | CASHIER EXACT AMOUNT PAID | | |
| TO BE USED FOR THESE ITEMS & QUANTITIES ONLY: | | | | | | | PARTICIPANT OR PROXY SIGN FOR PRICE CORRECTION ONLY | | |
| 1 pound dry OR 4 (14 to 16 oz) canned beans, peas or lentils 2 gallons 1% (lowfat) or fat-free (nonfat) fluid milk 3 11.5 to 12 ounce frozen concentrate juice | | | | | | DOLLARS 10 CENTS 32 \$ 13 02 | | | |
| | | | | | | CHECKS NOT VALID UNLESS STAMPED BY AUTHORIZED WIC VENDOR | | | |
| Maryland WIC Program Payable through FSMC An Affiliate of Security State Bank Howard Lake, MN 55349 Account Number: 806610 | | 75-1248 919 | SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY | | | | VENDOR MUST DEPOSIT WITHIN 30 DAYS OF LAST DATE TO SPEND | | |
| | | X |  | | | | | | |

Bank Rejections and How to Request Payment Review

| <u>Rejected Reason</u> | <u>Steps to be Taken</u> |
|--|--|
| Altered \$ Amount Void Do Not Redeposit | Always take care to make a price change with a single line through the wrong price and write the correct price directly above it within the box. Send the original check or bank image with a completed copy Form DHMH 4295-A to the State WIC Office for reimbursement review. |
| Future/Post Dated Expire/Stale Dated Void Do Not Redeposit | The State WIC Office will not reimburse vendors for checks accepted before the “First Date to Spend,” or after the “Last Date to Spend.” |
| Missing Signature | Contact the local agency and ask if the participant can come to the store to sign the check or bank image. When signed, submit to the State WIC Office within 45 days from the “Last Date to Spend.” |
| Missing Vendor Stamp | Stamp the check or bank image and redeposit it in the bank within 30 days from the “Last Date to Spend”, or submit it to the State WIC Office within 45 days from the “Last Date to Spend.” |
| Over Max \$ Amount Void Do Not Redeposit | <p>Send the original check or bank image with a completed copy of the CHECK EXCEEDING MAXIMUM AMOUNT Form DHMH 4295-B (page 40) to the State WIC Office for reimbursement review.</p> <p>EXCEPTION: Fruits and Vegetables checks may be submitted without attaching Form 4295-B. The State WIC Office will pay the dollar amount printed on the check – such as \$6.00, \$10.00, or \$15.00.</p> |

| <u>Rejected Reason</u> | <u>Steps to be Taken</u> |
|--|---|
| Signature/Quantity of Food/Date Altered Void Do Not Redeposit | Never accept a check that has been obviously tampered with or altered. Never make any changes except for the one allowable price correction. If your store accepts an altered WIC check, you should submit it to the State WIC Office so that the appropriate action/investigation can be taken against the individual who redeemed it. |
| Signature in Pencil or Payment Amount in Pencil Void Do Not Redeposit | The State WIC Office will not reimburse vendors for checks that are signed in pencil or that have the amount written in pencil. |
| Vendor Stamp Unreadable or Vendor Stamp Missing Void Do Not Redeposit | Stamp the check or bank image and submit it to the State WIC Office within 45 days from the "Last Date to Spend." If the check has been processed correctly, send the original check or bank image with a completed copy of the Form DHMH 4295-A to the State WIC Office for payment review. |

REMINDER:

Vendors must deposit WIC checks in the bank within 30 days of the last date to spend. Checks deposited past 30 days from the last date to spend will be rejected by the bank and will not be paid.

Checks that have not been deposited and rejected for payment by the bank will not be reviewed by the State WIC Office.

The Maryland WIC Program does not provide reimbursement for bank fees associated with rejected checks. A vendor may not ask a WIC participant for any payments or fees associated with rejected checks.

WIC Check Reimbursement Instructions

On the next page is the Check Reimbursement Cover Sheet. Please make copies of the form to use in the future. The forms are also available online at www.mdwic.org.

Complete the form by supplying the following information:

- ✓ Store Name - Your complete store name including store number if applicable.
- ✓ Address - The complete street address of your store.
- ✓ City/State/Zip - The complete city, state and zip code of your store.
- ✓ Contact person - The person WIC should contact if a question arises.
- ✓ Contact phone number - The phone number (including area code) of the contact person.
- ✓ Signature - The person submitting the WIC checks signs here.
- ✓ WIC ID# - Write or stamp your WIC identification number here. This is the same number you stamp onto the checks you have redeemed.
- ✓ Date - The date you are submitting the WIC checks.
- ✓ Total the number of checks you are submitting for which you are requesting reimbursement. Do not include checks you are sending for which you are not requesting reimbursement.

Mail the form to:

Maryland WIC Program
201 W. Preston Street, 1st Floor
Baltimore, MD 21201
Attn: Sharon Gibbs

**Checks submitted without the required forms will be returned to the vendor.
If this occurs, you are still required to resubmit them with the appropriate forms
within 45 days from the last date to spend.**



Maryland WIC Program Check Reimbursement Cover Sheet

TO: Maryland WIC Program
201 W. Preston Street, 1st floor
Baltimore, MD 21201

DATE: _____

FROM: _____
Store Name

_____ WIC Vendor ID #

_____ Contact Person Name (Printed)

_____ Contact Person Phone Number

Checks that have not been deposited and rejected by the bank will be returned to vendor.

Some checks rejected by the bank may be submitted to the State WIC Office for review. Please refer to the rejected reasons listed below to determine if your checks can be submitted for review.

Checks with the following rejected reasons may be sent to the State WIC Office for review:

| Rejected Reason: | Before submitting to State WIC, the vendor must: |
|--|---|
| Deposited Past 30 Days from Last Date to Spend | Submit to State WIC Within 45 Days of Last Date to Spend |
| Exceeds Maximum Value* | Attach Form 4295-B (Request for Payment for Check Exceeding Max) |
| Illegible Vendor Stamp | Re-Stamp Checks with Vendor Stamp |
| Missing Signature | Obtain Signature of Participant/Proxy by calling the local WIC office |
| Missing Vendor Stamp | Stamp Checks with Vendor Stamp |
| Payment Amount Altered Incorrectly | |
| Payment Amount is Missing | Enter Payment Amount |
| Price Correction Signature Missing/Mismatched | Obtain Signature of Participant/Proxy by calling the local WIC office |

* Fruits and Vegetables checks may be submitted without attaching Form 4295-B. The State WIC Office will pay the dollar amount printed on the check – such as \$6.00, \$10.00, or \$15.00

WIC WILL NOT PAY checks with the following rejected reasons:

- Altered Item
- Previously Paid
- Unauthorized Vendor
- Used Before 1st Date to Spend
- Used After Last Date to Spend
- Checks that have not been deposited in the bank

Enter the total # of checks submitted for all of your stores for reimbursement: _____
(Required)

If you have any questions, please contact **Ms. Sharon Gibbs** at 410-767-5241.


DHMH 4295-A (1/11)



Date: _____

CHECK # _____ **REQUESTED AMOUNT \$** _____

| <u>ITEM:</u> | <u>SIZE:</u> | <u>QTY:</u> | <u>PRICE:</u> |
|---------------------------|------------------|-------------|---------------|
| DRY AND CANNED BEANS | _____ | _____ | \$ _____ |
| WIC CEREAL | _____ OZ OR LESS | _____ | \$ _____ |
| INFANT FRUIT & VEGETABLES | 3.5_4 OZ | _____ | \$ _____ |
| INFANT MEATS | 2.5 OZ | _____ | \$ _____ |
| KOSHER INFANT MEATS | 2.5 OZ | _____ | \$ _____ |
| GERBER INFANT CEREAL | 8 OZ-16 OZ. | | \$ _____ |

| | | | | | | | | | |
|---|------------------------|--|--------------------|------|---------------------------------------|------|-------------------------------------|------|--|
|  | NAME | | PARTICIPANT ID NO. | | NAME OF PARTICIPANT (LAST, FIRST, MI) | | \$ | | |
| | 010101 | | 200 411 280 | | DOE, JOHN M. | | 44649224 | | |
| CHEESE DOMESTIC KOSHER | FIRST DATE OF PURCHASE | | UNIT RECEIVED | | LAST DATE OF PURCHASE | | CASHIER/CLERK NAME & AMOUNT OF CASH | | |
| | January 26, 2010 | | 1 | | February 11, 2010 | | \$ \$ \$ | | |
| CATEGORIES | | AMOUNT | | CASH | | CASH | | CASH | |
| TO BE USED FOR THESE ITEMS & QUANTITIES ONLY | | PARTICIPANT OR PROXY SIGNATURE FOR PRICE CORRECTION ONLY | | | | | | | |
| JUICE (x) dollars for Fruits and Vegetables | | | | | | | | | |
| MILK | | | | | | | | | |
| EVAPORATED | | 12 OZ. CAN | | | | | | | |
| FLUID | | | | | | | | | |
| KOSHER | | | | | | | | | |
| LACTOSE REDUCED | | | | | | | | | |
| UHT | | | | | | | | | |

| | | | |
|--|------------------|--------------------|-----------------|
| PEANUT BUTTER | _____ OZ OR LESS | _____ | \$ _____ |
| 100% WHOLE WHEAT BREAD | | | |
| BROWN RICE SOFT CORN/WHOLE | | | |
| WHEAT TORTILLAS | _____ | _____ | \$ _____ |
| TUNA, SALMON, OR SARDINES | _____ | _____ | \$ _____ |
| FORMULA (ENTER TYPE, SIZE, QUANTITY, AMOUNT) | | | |
| _____ | _____ | _____ | \$ _____ |
| | | GRAND TOTAL | \$ _____ |

Do not submit this form for Fruit and Vegetable checks rejected for “Over Max \$ Amount”

Peer Group Averaging

The Maryland WIC Program utilizes Peer Group Averaging and regular shelf price collection to evaluate and monitor prices charged by vendors for WIC food items. The Peer Group Average is the arithmetic mean of prices charged for food items by vendors within a peer group. After an on-site review is conducted for vendor applicants, and after authorization, the prices collected by State Agency staff are analyzed and compared to prices for other stores similar in size and geographic location. These groupings are called “Peer Groups”. Currently, there are three size categories, six geographic regions and 19 Peer Groups.* They are as follows:

Region 1 consists of Allegany and Garrett Counties.

Peer Group 1, Region 1, Large Stores, 8 or more check out lanes;
Peer Group 2, Region 1, Medium Stores, 4 to 7 check out lanes;
Peer Group 3, Region 1, Small Stores, 1 to 3 check out lanes;

Region 2 consists of Frederick and Washington Counties.

Peer Group 4, Region 2, Large Stores, 8 or more check out lanes;
Peer Group 5, Region 2, Medium Stores, 4 to 7 check out lanes;
Peer Group 6, Region 2, Small Stores, 1 to 3 check out lanes;

Region 3 consists of Anne Arundel, Baltimore, Carroll, Harford, and Howard counties.

Peer Group 7, Region 3, Large Stores, 8 or more check out lanes;
Peer Group 8, Region 3, Medium Stores, 4 to 7 check out lanes;
Peer Group 9, Region 3, Small Stores, 1 to 3 check out lanes;

Region 4 consists of Baltimore City.

Peer Group 10, Region 4, Large Stores, 8 or more check out lanes;
Peer Group 11, Region 4, Medium Stores, 4 to 7 check out lanes;
Peer Group 12, Region 4, Small Stores, 1 to 3 check out lanes;

Region 5 consists of Montgomery and Prince George’s Counties.

Peer Group 13, Region 5, Large Stores, 8 or more check out lanes;
Peer Group 14, Region 5, Medium Stores, 4 to 7 check out lanes;
Peer Group 15, Region 5, Small Stores, 1 to 3 check out lanes;

Region 6 consists of Calvert, Caroline, Cecil, Charles, Dorchester, Kent, Queen Anne's, Saint Mary's, Somerset, Talbot, Wicomico, and Worcester counties.

Peer Group 16, Region 6, Large Stores, 8 or more check out lanes;

Peer Group 17, Region 6, Medium Stores, 4 to 7 check out lanes;

Peer Group 18, Region 6, Small Stores, 1 to 3 check out lanes.

***Peer Group (19) All Potentially Above 50% vendors.**

Peer Group (19) is designated for vendors that appear to derive more than 50% of the vendor's eligible food sales from the redemption of WIC food instruments. Vendors placed in this Peer Group will only be paid the statewide average of all non-above 50% vendors.

Your store's prices are only compared to other store's prices in your Peer Group. This ensures that your store's prices are fairly evaluated. **If it is determined that your store's prices exceed 125% of the Peer Group average, you will be denied authorization, or your checks may be rejected by the bank. Potentially above-50% vendors' prices may not exceed the statewide redemption averages of comparable non above-50% vendors. You will be given the opportunity to demonstrate that your store is not an above-50% vendor. If the Program determines that your store derives more than 50% of its sales from the redemption of WIC checks, your authorization will be terminated.**

Semi-Annual Shelf Price Submission

The Maryland WIC Program requires all authorized vendors to submit their highest shelf price for WIC food items on a semi-annual basis. Collection of shelf prices enables the Program to better determine maximum payment amounts for WIC checks and allow for fluctuation in market prices. Vendors with 3 or more authorized stores are required to submit prices via an online submission tool called CART (Currently Authorized Retailers). However, any vendor that wishes to use CART may contact the State WIC office to sign up as a CART user. Prices for most chain stores are submitted at the corporate office level. If you are unsure whether or not your store is responsible for submitting prices individually, please contact your corporate office.

On the next page is the price list form that vendors who do not use online price submission must complete and submit. You will also be required to provide the brand and UPC of the food items for which you are submitting prices. Please read the enclosed UPC instructions carefully since all UPC data must be complete or your price list will be rejected.

Failure to submit prices for your store(s) may result in termination from the WIC Program. You are only required to submit prices semi-annually. However, you may also submit shelf prices as often as you like, especially if there has been a dramatic fluctuation in price for a specific item or group of food items.

Maximum payment amounts will be calculated on the first of each month based on prices submitted by the 15th day of the previous month.

Online Price Submission

Vendors with more than 3 WIC authorized stores are required to use the Currently Authorized Retailers (CART) system to submit prices. CART is an online system that allows users to create price groups, search for UPC information, and easily submit semi annual prices. If you would like to utilize CART to submit your semi annual prices, please contact this office. You will be given an enrollment form and will be provided with a user identification and log on password.

The URL of CART is <https://wow.dhmdh.md.gov/mvss/wowmvss.html>.

**MARYLAND WIC PROGRAM
VENDOR PRICE LIST**

Vendor Name: _____

Vendor ID Number: _____

Contact Name: _____

Phone Number: _____

Enter your HIGHEST prices for the following WIC AUTHORIZED FOODS and send this form to the Maryland WIC Program, 201 W. Preston St., Room 103, Baltimore, MD 21201 or fax this form to (410) 333-5683. You may also send it by email to: siwon.lee@maryland.gov, or tiasha.taylor@maryland.gov. If you have questions or require assistance completing this form, please call 410-767-5433 or 410-767-3519.

Mandatory Items

| FOOD ITEM | UPC Enter the complete 8, 12, or 13 digit code. | BRAND NAME | SIZE | PRICE |
|---|--|--------------|----------|-------|
| Milk, Whole, 1% or Fat-free, 1 gallon | <input type="text"/> | | 1 gal. | |
| Eggs, Large, 1 dozen | <input type="text"/> | | 1 doz. | |
| Cereal, 18 oz or larger, highest cost per ounce | <input type="text"/> | | ____ oz. | |
| Juice, 64 ounce container | <input type="text"/> | | 64 oz. | |
| Juice, Frozen Concentrate, 11.5 -12 oz container | <input type="text"/> | | ____ oz. | |
| Peanut Butter, 16 - 18 ounce container | <input type="text"/> | | ____ oz. | |
| Beans, Canned, 14 - 16 ounce can | <input type="text"/> | | ____ oz. | |
| Fish, Canned, 3.75 - 7.5 oz can, highest cost per ounce | <input type="text"/> | | ____ oz. | |
| Cheese, Domestic, 16 oz, highest cost per ounce | <input type="text"/> | | 16 oz. | |
| Infant Foods, Fruits or Vegetables, 3.5 - 4 oz | <input type="text"/> | | ____ oz. | |
| Infant Foods, Meats, 1st or 2nd stage, 2.5 oz jar | <input type="text"/> | | 2.5 oz. | |
| Gerber Dry Infant Cereal, 8 or 16 ounce container | <input type="text"/> | Gerber | ____ oz. | |
| Similac Advance (with iron), Concentrate, 13 ounce can | <input type="text"/> | Ross | 13 oz. | |
| Similac Advance (with iron), Powder, 12.4 ounce can | <input type="text"/> | Ross | 12.4 oz. | |
| Enfamil Prosobee , Concentrate, 13 ounce can | <input type="text"/> | Mead Johnson | 13 oz. | |
| Enfamil ProSobee , Powder, 12.9 ounce can | <input type="text"/> | Mead Johnson | 12.9 oz. | |

Vendors Must Stock Two Varieties of the Following Items

| | | | |
|--|----------------------|---------|--|
| Bread, 100% Whole Wheat or Whole Grain, 15 - 16 ounce pkg. | <input type="text"/> | ____ oz | |
| Rice, Brown, 16 oz bag or box | <input type="text"/> | 16 oz. | |
| Tortillas, Soft Corn or Whole Wheat, 16 ounce container | <input type="text"/> | 16 oz. | |

Prices Required If Vendor Stocks These Items

| | | | |
|---|----------------------|----------|--|
| Milk, Whole, 1% or Fat-Free, 1 half-gallon | <input type="text"/> | 1/2 gal. | |
| Milk, Whole, 1% or Fat-Free, 1 quart | <input type="text"/> | 1 qt | |
| Milk, Lactose Reduced, 1 half-gallon | <input type="text"/> | 1/2 gal. | |
| Milk, Ultra High Temperature (UHT), 8 oz cont. (3-Pack) | <input type="text"/> | 1/2 pint | |
| Milk, Dry Powdered, 9.6 ounce container | <input type="text"/> | 9.6 oz. | |
| Milk, Evaporated, 12 ounce can | <input type="text"/> | 12 oz. | |
| Milk, Kosher, Whole, 1% or Fat-free, 1 gallon | <input type="text"/> | 1 gal. | |
| Cheese, Kosher Domestic, 16 ounce | <input type="text"/> | 16 oz. | |
| Juice, 5.5 - 6 ounce container container (6-pack) | <input type="text"/> | ____ oz | |
| Infant Meats, Kosher, 1st or 2nd Stage, 2.5 ounce jar | <input type="text"/> | 2.5 oz. | |
| Soy Beverage, 8th Continent, 1 half-gallon | <input type="text"/> | 1/2 gal. | |
| Soy Beverage, Pacific Natural or 8th Continent, 1 quart | <input type="text"/> | 1 qt | |
| Tofu, Azumaya, House, or Nasoya, 12-16 ounce | <input type="text"/> | ____ oz | |

Signature _____

Title _____

Date _____

If form submitted electronically, it must be digitally signed.
DHMH 4539 08/13

Submit

Vendor Price List Instructions

Complete a **Vendor Price List sheet** for each **WIC Authorized store** your company owns. Fill in the top of the form with the Vendor Name, Vendor ID Number, Contact Name, and Phone Number. **NOTE: If your company owns multiple stores with the same pricing scheme, you may group the stores together on the same form. However, be sure to list each store's five digit WIC ID # in the upper right hand corner of the form. Fill in the contact name and phone number of the person responsible for filling out the form.**

In the column labeled **UPC**, enter the UPC for the highest priced food item in each of the categories listed. Fill in the number exactly as it appears on the product label. Do not arbitrarily add or take away leading or trailing 0's. Fill in the corresponding brand name in the **BRAND NAME** column. Where there are blanks in the **SIZE** column, indicate the total number of ounces for a given package (i.e. 16 oz. of cheese or 18 oz. box of cereal). In the blank column labeled **PRICE** provide your highest shelf price for the food items listed. Include prices for every food item the store carries. Please note that **MANDATORY** items are those items in which you are required to stock as part of your WIC vendor agreement. **The second and the third parts of the form reflect food items that not all vendors stock (Please note that some of these items in the second part of the form are mandatory). However, if your store does carry these food items, you must list your highest priced item. Remember your price inputs play an integral part in determining the true market values on which your maximum redemption amounts are calculated.**

For your convenience, some fields are pre-filled (e.g. SIZE, BRAND NAME, UPC). This is information already known to the Program.

| <u>FOOD ITEM</u> | <u>UPC</u> | <u>BRAND NAME</u> | <u>SIZE</u> | <u>PRICE</u> |
|-----------------------------|---------------|-------------------|-------------|---------------|
| Similac Advance Concentrate | 0070074569741 | Ross | 13oz | (ENTER PRICE) |

For boxes that are not already pre-filled, you must provide complete information.

| <u>FOOD ITEM</u> | <u>UPC</u> | <u>BRAND NAME</u> | <u>SIZE</u> | <u>PRICE</u> |
|------------------|-------------|-------------------|----------------|---------------|
| Canned Beans | (ENTER UPC) | (ENTER BRAND) | (ENTER SIZE)oz | (ENTER PRICE) |

GTIN/UPC Background information

Global Trade Item Numbers (GTINs) uniquely identify trade items, which include both products and services sold, delivered, and/or invoiced at any point in the supply chain. The GTIN can be eight, twelve or thirteen digits in length. The most commonly encountered GTIN by general consumers is the GTIN-12 (UPC). Your shelf price submission to the Maryland WIC Program must conform to the GTIN format examples below.

Price forms that do not meet this requirement will not be accepted.



Remember, you are required to submit shelf prices semi-annually. However, you may submit them as often as you like.

Maximum Reimbursement to Vendors

The Maryland WIC Program will determine a maximum price payable for each check type based on the Peer Group averages of WIC check redemption and Quarterly Shelf Price submissions from WIC vendors. WIC checks submitted by vendors exceeding the maximum amount payable are rejected by our bank. Checks rejected for this reason must be submitted to the Maryland WIC Program for payment utilizing the procedures in the rejected check section of this manual. **Checks submitted more than 45 days past the last date to spend will not be paid.**

The maximum price payable for WIC checks redeemed by vendors is equal to 125% of the peer group average. The maximum reimbursement for potentially above-50% vendors may not exceed the statewide redemption averages of all non above-50% vendors.

Additionally, the Program may adjust maximum payment amounts or other payment methodologies at any time if it is in the best interest of the Program to do so. Vendors will receive advance notice of any such changes.

The Maryland WIC Program does not reimburse for bank fees imposed as a result of rejected checks.

Vendor Monitoring and Investigations

Monitoring Visit

The Maryland WIC Program regularly monitors WIC authorized vendors to verify compliance with the requirements of the WIC Program. The monitor will introduce him/herself to a store representative, walk around the store and may inspect any WIC checks that the store has on hand.

The monitor conducting the review will check to see that:

The WIC sign is posted;

The required minimum stock is on the premises;

Prices are posted (the WIC representative may record shelf prices);

The store is clean;

Foods are in date and fresh; and

The correct check redemption procedures are being followed.

Any violation of WIC regulations is noted on a monitoring form. The person monitoring the store will discuss the findings with a store representative who will be asked to sign the monitoring form. A copy of the form will be left with the store representative and the vendor's contract monitor will receive a copy. If any sanctions are imposed, a warning notice will be mailed. A follow-up visit will be conducted 2-3 weeks following the violation notice to check if corrective action has been taken.

Educational Buys

Educational Buys are a form of training intended to help vendors take corrective action before finding themselves in a situation that warrants sanctions. A WIC representative may shop in your store posing as a WIC participant for the purpose of conducting an educational buy. After the purchase has been made, the WIC representative will identify him/herself and review what went right and what went wrong during the transaction. There are no penalties associated with Educational Buys.

Compliance Investigations

Sometimes a vendor comes to the attention of the State Vendor Compliance Unit and is determined to be a vendor at high risk for violating WIC regulations. A vendor can be designated as high risk for many reasons including, but not limited to, a suspicious pattern of redemptions, or a recent WIC or SNAP suspension.

WIC personnel posing as participants will investigate every high-risk vendor and randomly select other vendors for Compliance Investigations. The WIC Program defines a pattern of violations as two or more. **For violations that require a pattern to be demonstrated before adverse action is taken, the WIC Program will only provide notification after the initial violation if, at the sole discretion of the WIC Program, doing so will not compromise the WIC Program's investigation.** The undercover shoppers look for violations such as substitution of non-WIC items, overcharges, charging for food not received and trafficking WIC food instruments.

Many of the high-risk indicators are statistical and must be tested for reliability from time to time. Stores that are not high risk are also investigated to accomplish this. The WIC Program looks for patterns of violations in high risk and non-high risk stores. If there are more violations of greater seriousness among high risk stores than among non-high risk stores, the high-risk indicator is believed to be valid and reliable. If that pattern does not present itself, the high-risk indicator is modified or discarded.

Military Commissaries

The U.S. Department of Agriculture and the Department of Defense have worked out arrangements so that military commissaries can accept WIC checks from those authorized to shop there. Military commissaries are exempt from State WIC Program inspections and sanctions but must still sign a vendor agreement and are subject to Department of Defense rules and regulations.

Report Suspected Fraud & Abuse

If you think someone is abusing or committing fraud against the Maryland WIC Program, you can let WIC know. Some examples of fraud and abuse include:

Participants who:

- Sell or give away WIC checks.
- Sell or give away formula or foods purchased with WIC checks.
- Lie about income or family size when applying for WIC.
- Buy non-WIC food with WIC checks.
- Trade WIC checks for other items or cash.

Vendors who:

- Buy WIC checks for cash.
- Accept WIC checks for non-WIC food.
- Accept WIC checks for payment for past purchases.
- Accept WIC checks for credit.
- Are not WIC authorized but accept WIC checks anyway.
- Overcharge for WIC food.



How to Contact WIC

You can tell WIC about someone you know or suspect of Program abuse by:

1. Calling the Toll Free Maryland WIC number: 1-800-242-4942. The operator will transfer you to WIC customer service, available Monday through Friday, from 8 a.m. to 5 p.m. You do not have to give your name.
2. Submitting the completed Maryland WIC Program Fraud and Abuse form electronically. The form can be found at www.mdwic.org.
3. Printing the Maryland WIC Program Fraud and Abuse form at www.mdwic.org and mailing it to our office.
4. You may also fax the Maryland WIC Program Fraud and Abuse form to 410-333-5683.

Remember, you do not have to give us your name. Thank you for helping us to identify fraud and abuse in the Maryland WIC Program!

COMAR

10.54.03.15 - Required Vendor Practices and 10.54.03.16 - Vendor Sanctions



The WIC Program uses sanctions to enforce program regulations and contract provisions. Vendors who fail to follow the required practices receive sanctions that include warning letters, suspension of authorization and cancellation of the vendor contract. In rare instances, a monetary penalty may be imposed in lieu of suspension. The sanction imposed depends on the seriousness of the violation.

The WIC Program detects violations through monitoring, educational buys, compliance investigations and data analysis. Vendors who commit fraud and abuse may be prosecuted under federal, state and local laws and may be fined or imprisoned in addition to program sanctions (see federal regulations at 7CFR 246.12 (h)(3)(xxv)). Also, if a vendor is suspended from the WIC Program, its Food Stamp authorization may also be withdrawn. Likewise, a vendor that becomes disqualified from or is given a monetary penalty by the Food Stamp Program will be suspended or fined by the Maryland WIC Program.

- ❖ Under certain conditions a vendor's contract may also be terminated.
- ❖ The WIC Program is not liable for monetary losses due to the imposition of sanctions.
- ❖ Sanctions may be revised from time to time when deemed necessary by the Maryland WIC Program or as required by federal regulations.

Required vendor practices, sanctions, and appeals are prescribed by COMAR 10.54.03.15 and 10.54.03.16 and 10.54.03.

Note: Any typographical errors or omissions shall be considered unintentional and does not in any way relieve the vendor of the responsibility to maintain full compliance with all applicable required practices as contained in the published version of COMAR 10.54.03.15. Additionally, the sanctions contained in the published version of COMAR 10.54.03.16. shall apply.

10.54.03.15 Required Vendor Practices

A. The State agency or its representative shall conduct monitoring and compliance buys to ensure that authorized vendors comply with required vendor practices.

B. General Requirements.

(1) A vendor shall:

(a) Maintain the required minimum stock in the store during business hours;

(b) Post the State agency's WIC sign, or a vendor developed WIC sign that the State agency has approved for use, in a conspicuous place on the store premises and use other materials provided or approved by the WIC program;

(c) Maintain the vendor premises in a sanitary condition;

(d) Display a current food service facility license, issued by the local health department or department of environment, or a pharmacy permit issued by the State Board of Pharmacy, in a location visible to Program representatives;

(e) Train vendor personnel in WIC policies and procedures;

(f) Display the shelf price of a WIC food at or near the item;

(g) Treat individuals redeeming food instruments the same as other customers;

(h) Submit information requested by the State agency by the date requested;

(i) Accept training from the WIC Program as required by the Program;

(j) Provide WIC foods in a store at a fixed location;

(k) If a pharmacy or a food store/pharmacy combination store, provide special formulas within 48 hours of a request by a participant or the Program;

(l) Maintain accounting records relevant to the vendor's performance under the vendor agreement for 3 years, for review at reasonable times by State agency representatives or other authorized State or federal officials;

(m) If a food stamp vendor, remain in good standing and not be assessed a monetary penalty by the Food Stamp Program;

(n) Give 30 days notice to the State agency of the store's closing, relocation, or change in ownership;

(o) Pay, by the date due, monetary penalties imposed by the State agency and excess charges;

(p) Submit the vendor price list form when requested to do so by the State agency;

(q) For the food packages set forth in Regulation .06A of this chapter, maintain prices that are less than or equal to 125 percent of the peer group average as determined by the WIC Management Information System calculation for each food package; and

(r) Have a representative attend and participate in at least one State or local agency interactive training session each calendar year, if the State agency:

(i) Gives the vendor 14 days notice of a scheduled training session, and

(ii) Holds the training session in the vendor's region.

(2) A vendor may not:

(a) Charge WIC participants a higher price for food than other customers;

(b) Violate the nondiscrimination provisions of federal regulations in 7 CFR 15, 15a, and 15b, as incorporated by reference in Regulation .02 of this chapter;

(c) Provide false information to the Program;

(d) Except for a pharmacy or military commissary, redeem less than 25 food instruments in a consecutive 3-month period;

(e) Intentionally submit false prices on the vendor price list form or the State agency's online system;

(f) Use the WIC acronym or WIC logo, or close facsimiles, in the name of the vendor or in advertising or other promotional materials;

(g) Apply stickers, tags, or labels that have the WIC acronym or logo on WIC-approved products; or

(h) Use manufacturer supplied shelf tags, talkers, or labels that make unauthorized use of the WIC acronym or logo.

(3) A vendor who violates the provisions set forth in §B of this regulation is subject to the sanctions in Regulation .16 of this chapter.

C. Transactional Requirements.

(1) A vendor shall:

(a) Provide authorized foods to an individual redeeming food instruments only upon presentation of a valid food instrument and WIC identification folder;

(b) Ensure that the individual redeeming a food instrument signs the food instrument in ink in the presence of vendor personnel upon completion of the transaction;

(c) Record the purchase amount on a food instrument in ink before obtaining the signature of the individual redeeming the food instrument;

(d) Accept the WIC identification folder as identification without requiring another form of identification;

(e) Verify the signature of the individual obtaining the authorized foods by comparing the signature with those on the WIC identification folder;

(f) At the time of purchase, give a participant a receipt indicating the store, date, and total dollar amount for items purchased with a food instrument and that the sale was a WIC transaction;

- (g) Accept a food instrument only for authorized food brands, quantities, and types and as prescribed on the food instrument;
- (h) Accept cents-off coupons from an individual redeeming WIC food instruments for prescribed authorized foods and deduct savings from the purchase price amount entered on the food instrument;
- (i) Allow the use of bonus or club cards, buy one, get one free, and any other promotion offered to store customers that does not involve cash back;
- (j) Accept a food instrument as payment in full for the prescribed WIC foods purchased;
- (k) Allow participants and proxies authorized to redeem food instruments a choice of the WIC-authorized food prescribed on the food instrument;
- (l) Allow the purchase of the full amount or less than the full amount of food on a food instrument;
- (m) Redeem the valid food instruments presented by a participant or proxy;
- (n) Enter the purchase price on a food instrument only at the cash register at the time of the sale; and
- (o) Obtain infant formula from only the following manufacturer, distributor, wholesaler, and retailer sources:
 - (i) Abbott Laboratories;
 - (ii) Associated Wholesalers, Inc.;
 - (iii) AWI;
 - (iv) B-Green Cash & Carry;
 - (v) Bill's Wholesale Grocery, Inc.;
 - (vi) Bozzuto's, Inc.;
 - (vii) Cardinal Health;
 - (viii) C&S Wholesale Grocers;
 - (ix) Cho Wholesaler, Inc.;
 - (x) Economy Wholesale Co.;
 - (xi) Food Lion Distribution;
 - (xii) George J. Falter;
 - (xiii) Jetro;
 - (xiv) Maryland Cash & Carry;
 - (xv) Mead Johnson;
 - (xvi) Moran Foods, Inc.;

(xvii) Nash Finch Company;

(xviii) Nestle USA;

(xix) PBM Nutritionals;

(xx) Supervalu, Inc.; and

(xxi) Any other lawful wholesaler, distributor, manufacturer, or retail source of infant formula, provided that the WIC vendor notifies the Program that the vendor is using the source to obtain infant formula.

(2) A vendor may not:

(a) Redeem an altered food instrument;

(b) Accept a presigned food instrument;

(c) Redeem a food instrument for spoiled or out-of-date food;

(d) Redeem a food instrument in whole or in part for a non-food item or credit;

(e) Issue a rain check, that is, allow an individual redeeming a food instrument to get, at a later date, an item the vendor does not have at the time the food instrument is presented;

(f) Transfer cash in the form of change from the food instrument to an individual redeeming a food instrument;

(g) Collect sales tax on WIC food purchases;

(h) Traffic in WIC food instruments;

(i) Sell alcohol, alcoholic beverages, or tobacco products in exchange for a food instrument; or

(j) Accept a food instrument in exchange for:

(i) Ammunition;

(ii) A firearm;

(iii) An explosive; or

(iv) A controlled substance as defined by 21 U.S.C. §802.

(3) A vendor may not provide solely to participants incentive items or other free merchandise, including food.

(4) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

D. Post-Transactional Requirements.

(1) A vendor shall:

- (a) Use the WIC vendor identification stamp to stamp the Program-assigned vendor identification number on the face of a redeemed food instrument;
 - (b) Notify the Program of attempted or actual misuse of WIC food instruments by a participant or other individual;
 - (c) Deposit for payment only food instruments redeemed at the vendor's store;
 - (d) Charge the State agency only for food received by a participant;
 - (e) In the case of a food instrument not paid by the bank used by the Program, seek reimbursement from the State agency only; and
 - (f) Reimburse the Program for the loss sustained by the Program due to theft, fraud, or improper handling of food instruments by vendor personnel or agents.
- (2) A vendor may not:
- (a) Deposit or return to the State agency a food instrument bearing the signature of an individual other than the individual who redeemed the food instrument;
 - (b) Permit the return of food purchased with a food instrument in exchange for cash or another item; or
 - (c) Claim reimbursement for the sale of an amount of a specific food item that exceeds the vendor's documented inventory of that item for a specific period of time.
- (3) A vendor who violates the provisions of this section is subject to the sanctions in Regulation .16 of this chapter.

10.54.03.16 Vendor Sanctions

A. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(a)—(f), (2)(f)—(h), and C(1)(a)—(f) and (h), and (2)(a)—(c) of this chapter as follows:

- (1) Written warning following each violation;
- (2) Disqualification for 1 year for three violations of the same provisions within a 1-year period; and
- (3) Disqualification for 1 year for a combination of 5 violations within a 1-year period.

B. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(g)—(k) and (2)(b), C(1)(i)—(n), (2)(e)—(f), and (3), and D(1)(a)—(b) and (e) of this chapter as follows:

- (1) Written warning following each violation; and
- (2) Disqualification for 1 year for a pattern of violations of the same provision within a 12-month period.

- C. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(1)(l) and (n)—(r) and (2)(c) and (e), C(1)(o), and D(1)(f) and (2)(b) of this chapter by disqualifying the vendor for 1 year.
- D. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(i) of this chapter by disqualifying the vendor for 3 years.
- E. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by disqualifying the vendor for 6 years.
- F. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15C(2)(h) or (j) of this chapter by permanent disqualification if the vendor is convicted in a criminal court of charges stemming from those violations.
- G. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(a), C(2)(d) and (g), and D(1)(c)—(d) and (2)(c) of this chapter by:
- (1) A written warning if one violation is detected in any 6-month period; or
 - (2) Disqualifying the vendor for 3 years for two or more violations in any 6-month period.
- H. The Program shall sanction a vendor that fails to comply with the required practice in Regulation .15C(1)(g) or D(2)(a) of this chapter by disqualifying the vendor for 1 year.
- I. When a vendor that has previously received a sanction for violation of the provisions of Regulation .15B(2)(a), C(2)(d) or (i), or D(1)(c)—(d) or (2)(c) of this chapter, the Program shall impose a sanction that is double that of the last sanction received for violation of the same provision.
- J. The Program shall:
- (1) Disqualify a vendor that has been suspended, disqualified, or assessed a monetary penalty by the Food Stamp Program in violation of Regulation .15B(1)(m) of this chapter for the same length of time as the Food Stamp Program disqualification; or
 - (2) If the State agency determines that disqualification would result in inadequate participant access, impose a civil money penalty under the formula set forth in 7 CFR §246.12(1)(1)(x).
- K. The Program may not accept a vendor's voluntary cancellation of the vendor's authorization in lieu of a disqualification.
- L. The Program shall sanction a vendor that fails to comply with a required practice in Regulation .15B(2)(d) of this chapter by terminating the vendor agreement.
- M. The State shall notify the USDA of a disqualification or monetary penalty:
- (1) Within 15 days after the vendor's opportunity to request an administrative appeal has expired; or
 - (2) After the vendor's administrative appeals have been exhausted.
- N. If a vendor is disqualified or has been assessed a monetary penalty because of multiple violations in a single investigation, the Program shall:

(1) Sanction the vendor for the single most serious violation; and

(2) Include the following in its notice to USDA:

(a) The vendor's:

(i) Name,

(ii) Address, and

(iii) Identification number;

(b) The length of any disqualification;

(c) The specific violations charged; and

(d) The amount of any monetary penalty.

O. Sale of a Vendor's Store Under Disqualification. If the store under disqualification is sold, the person who sells the store is subject to a civil monetary penalty in an amount to reflect that portion of the disqualification that has not expired, to be calculated using the method set forth in Regulation .19 of this chapter except using 120 for the number of months.

P. Upon completion of the period of disqualification a vendor shall regain authorization after successfully completing the authorization process as set forth in Regulation .04 of this chapter.

Q. Military Commissaries. The Program:

(1) May not sanction military commissaries for Program violations; and

(2) Shall report a sanctionable offense committed by a military commissary to the commanding officer of the installation and, if the commanding officer takes no action to ensure the violation does not recur, to the USDA.

R. Any adverse action taken by the Food Stamp Program will be reciprocated by the Program to include disqualification and if applicable, imposing a civil monetary penalty.

10.54.03.17 Additional Penalties for Program Violations

In addition to the State agency sanctions set forth in Regulation .16 of this chapter, and pursuant to 7 CFR §§246.12(f)(xiv) and 246.23(d), a vendor that commits fraud and abuse of the Program may be liable to prosecution under federal, State, and local laws.

❖ COMAR is also available online at <http://www.dsd.state.md.us/comar>.

Appeals

Vendors may appeal a suspension or denial of authorization. You will receive a letter at least 15 days before the WIC Program takes any action against your store. The letter will include the reason(s) for the action and advise you of your right to appeal the Program's decision. Your appeal must be received within 10 days of the date you receive notification of the proposed suspension or denial. An appeal received after the 10-day period shall only be considered valid if it is received by the program, or postmarked within the 10-day period by the United States Postal Service.

A vendor or vendor applicant can request a hearing by filing a written request with:

State WIC Director
Maryland WIC Program
201 W. Preston Street
Baltimore, Maryland 21201

The Office of Administrative Hearings shall have jurisdiction over the hearings. If a hearing is requested, the agency shall hold the hearing pursuant to:

Health-General Article, §§18-107(a) and 18-108, Annotated Code of Maryland;
State Government Article, Title 10, Subtitle 2, Annotated Code of Maryland;
COMAR 10.01.03;
COMAR 28.02.01; and
COMAR 10.54.03.18.

A vendor may *not* appeal the following actions:

1. Disqualification or suspension from WIC resulting from a violation of COMAR 10.54.03.15B(1) (m) (Disqualification or termination from the SNAP Program)
2. The State agency's decision as to whether a participant hardship exists; or
3. The expiration of a vendor agreement.
4. The State agency's determination to include or exclude an infant formula manufacturer, wholesaler, distributor, or retailer from the required list of infant formula suppliers.
5. The validity or appropriateness of the State agency's prohibition of incentive items and the State agency's denial of an above-50 percent vendor's request to provide an incentive item.
6. The State agency's determination whether to notify a vendor in writing when an investigation reveals an initial violation for which a pattern of violations must be established in order to impose a sanction.

Vendor Complaints

WIC participants are not permitted to cause a disturbance in your store, abuse your employees, or violate the procedures for redeeming checks. If you have a complaint against a WIC participant, make a copy of the Vendor Complaint Form on the next page, complete the form, and send it to the State WIC Office. The Vendor Complaint Form is also available online at www.mdwic.org. You should provide as much detail as you can pertaining to the complaint (who, what, when, where, etc.) If you have additional details about the incident and wish to attach additional information to the form, please feel free to do so.

Please be sure to identify your store in the spot designated for the Vendor ID Number. The matter will be investigated and the appropriate action taken. *For reasons of confidentiality, we may not disclose actions taken against WIC participants.* All properly filed complaints are acknowledged in writing by the Maryland WIC Program.

Fax Number for State WIC Office - 410-333-5683



Maryland WIC Program

VENDOR COMPLAINT FORM

Instructions: If you have a complaint against a WIC participant, complete this form (except for the section below the double lines at the bottom of the page) and mail or fax it to the State WIC Office. **If more room is needed, use the back of this form or attach a separate page.**

Participant name _____ Family ID number _____

Customer's name _____ Date and time of incident _____

☐ Abused staff by _____

☐ Bought/tried to buy unauthorized items: _____

☐ Redeemed/tried to redeem an invalid check. Explain: _____

☐ Returned/tried to return WIC foods: _____

☐ Other: _____

What action did your staff take? _____

Witnesses: _____

Store name: _____ WIC Vendor ID number: _____

Person making this report: _____ Title _____

For local agency use only:

Instructions: Explain any action taken and note the same in WOW.

Action taken: _____

Local Agency Staff signature: _____ Title: _____

Fax to State WIC Office: 410-333-5683

Frequently Asked Questions

- **What does “Store brand when available” mean?**

Answer: *Your WIC customers must purchase the store brands if you carry them.*

- **What should I do if my store brand is out of stock?**

Answer: *If your store carries a store brand as well as national brands and your store brand is unavailable, you must allow your WIC customer to purchase the comparable national brand(s) as reflected on the Maryland WIC Authorized Foods List.*

- **Are cashier training sessions mandatory?**

Answer: *Cashier training sessions are not mandatory. However, vendors are encouraged to take advantage of these sessions to ensure that staff handling WIC transactions are knowledgeable in WIC policies and procedures. The WIC Program, under state regulations, can mandate training for vendors with a high percentage of check handling errors or other violations.*

- **What should we do if someone leaves their WIC ID Folder in the Store?**

Answer: *Please contact the WIC Local Agency using the phone number at the bottom of the WIC ID folder. You may also contact the State WIC office at 1-800-242-4942.*

- **What should we do if there is not enough stock to process a WIC order?**

Answer: *WIC Vendors are required to maintain the required minimum stock at all times during business hours. However, if your store cannot fill the order, you should advise your customer when you expect to have the stock available so that they can decide if they want to return at a later date, or make their purchases at another store. Remember: rain checks are not allowed!*

- **What should we do if we have a WIC customer that insists they have purchased unauthorized food items at another store?**

Answer: *You should always refer to the current WIC Authorized Foods List. If your customer does not have one, offer them one (you may obtain a supply from this office). Politely inform them that your store is required to sell only WIC authorized items. You may also refer them to their WIC Local Agency, or the State WIC office. If you believe the customer is intentionally violating program rules, please submit a complaint form.*

- **Where can we obtain replacement vendor stamps?**

Answer: Replacement stamps may be obtained from any supplier (Staples, Office Max, etc.) as long as the vendor stamp specifications on page 18 of this manual are followed.

- **We have unsigned WIC checks. How can we get the customer to return and sign them?**

Answer: Your cashiers are responsible for obtaining the WIC customer's signature on the checks only after filling in the purchase amount. If the cashier fails to do so, you may contact the Local WIC Agency, or the State Office for assistance. However, it is not always possible to contact the WIC participant, and WIC Local Agencies are under no obligation to do so.

- **My store was cited for not having enough formula in stock. We realized after the monitor left that there was a sufficient quantity in our storeroom. What can we do to remove the citation?**

Answer: Once a citation is issued, it cannot be revoked. WIC monitors are required to inquire if there is stock anywhere else on the premises before issuing a citation. Please make sure all your store personnel are familiar with where stock is kept in your store.

- **My store received a returned check from the bank due to incorrect check procedures. How can I get reimbursed?**

Answer: You should complete the request for reimbursement form located in this manual and online at www.mdwic.org and submit the check to the State office within 45 days of the last date to spend on the check.

- **I received a copy of the rejected check from my bank. Can I submit the copy for reimbursement?**

Answer: As long as the check copy is stamped "Legal Copy," you can submit it for payment review purposes.

- **Can I be reimbursed for my rejected check fees?**

Answer: The WIC Program cannot reimburse you for rejected check fees.

- **My store received a rejected check for exceeding the maximum price. My store only charged a small amount above cost. Can I be reimbursed for my cost?**

Answer: Your store may not be paid more than 125% of the store's Peer Group average. If your cost is in excess of the Peer Group Average, you will be required to lower your prices. If the item you are selling is not mandatory stock, you will have to decide if you should continue to offer the product in question.

- **Are the maximum reimbursement amounts published for vendors?**

Answer: The Maryland WIC Program does not publish maximum reimbursement amounts.

- **We submitted rejected checks for reimbursement. How long does it take to get reimbursed? When will we know we've received payment?**

***Answer:** Reimbursement times vary depending upon the volume of rejected checks being processed. Reimbursement may take anywhere from 45 to 60 days. Once an ACH payment is made by our bank, you will receive a statement from the bank. If your store is part of a chain of stores, the report is sent to your corporate office.*

- **Do vendors have to use WIC shelf tags?**

***Answer:** Vendors are not required to use shelf tags or talkers that identify WIC authorized foods. However, as a good customer service practice, your store is encouraged to use them. Shelf tags are available from the WIC Program at no cost. If your store uses shelf tags, please make sure they are properly placed and do not misidentify WIC food items.*

- **My WIC customer signed the check, but the signature does not match any signature on the WIC ID folder. What should I do?**

***Answer:** WIC Participants are instructed by the Program to sign their checks using the same signature that appears on their WIC ID folder. WIC vendors have the discretion to reject checks that are not properly signed. However, you are encouraged to carefully consider the ramifications of choosing not to accept a WIC check for this reason. You may also submit a Vendor Complaint Form to the State office if you feel a WIC customer is not properly following WIC procedures.*

- **My WIC customer signed the WIC ID folder in front of the cashier. Should my store accept the check?**

***Answer:** The same advice in the answer above applies. Occasionally, a WIC Participant may forget to have their Proxy sign the WIC ID folder before going to the store. If this happens, the best course of action to take is to notify the State WIC office using the Vendor Complaint Form.*

- **Can a customer buy fruit like applesauce in the "snack pack" size?**

***Answer:** As long as the product is 100% unsweetened fruit, the participant is allowed to purchase the snack pack size. Such a product would fall under the canned fruit category.*

- **My WIC customer purchases the most expensive brands sometimes resulting in rejected checks. Can I require my WIC customer to purchase the least expensive brand?**

***Answer:** You may not require WIC customers to purchase the least expensive brand. WIC customers may purchase any brand or variety of the food items reflected on the WIC Authorized Foods List. If your store experiences rejected WIC checks because they exceeded the maximum amount allowed, this is an indication that your prices exceed 125% of your store's Peer Group average and should be adjusted accordingly.*

- **Is our store required to post the WIC Accepted Here sign or can we develop our own?**

***Answer:** WIC vendors must post the Program provided sign even if the store has developed its own sign. Note: use of the WIC acronym or logo is prohibited unless prior approval has been obtained from the Program.*

- **Is whole grain bread allowed?**

Answer: Whole grain bread is not allowed. Only 100% whole wheat bread, rolls, or buns can be purchased with WIC checks. The product label must specify “100% whole wheat bread”, “100% whole wheat rolls” or “100% whole wheat buns”.

- **Can baby food fruit and vegetables be purchased with the Fruits and Vegetable Check (FVC)?**

Answer: No, the FVC is intended for women and children participants. Baby food fruits and vegetables can only be purchased with the infant fruits and vegetable checks.

- **Why can't the FVC be used to buy extra juice or beans?**

Answer: USDA designed the WIC food package to provide specified types and amounts of nutrients. The amounts of juice and beans were set at levels that provided the right balance of nutrients for the participant.

- **Why does WIC put restrictions on foods, such as those in the DO NOT BUY list?**

Answer: WIC is a USDA funded program. Because the goal of WIC is to promote good health in women, infants, and children, the foods it provides must supply the highest level of nutrients. Added ingredients such as fat, oil, breading, and sugar add calories at the expense of nutrients. WIC also is cost-conscious and must consider the form of a food when making decisions about what will and will not be allowed.

- **My store carries cultural foods like Aloe Vera and Cactus. Are these considered vegetables?**

Answer: Cultural foods used as vegetables may be purchased with FVCs.

- **Can WIC customers purchase pumpkins with a fruits and vegetable check?**

Answer: A pumpkin is a fruit and can be purchased with FVCs. Painted or decorated pumpkins are not allowed.

- **Can green beans or green peas be purchased with a WIC check offering beans?**

Answer: No. Green beans and green peas may only be purchased with a FVC.

Definitions

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| Above-50% Vendor | “Above 50 percent vendor” means a vendor that derives more than 50 percent of the vendor’s annual food sales revenue from WIC food instruments. |
| Appeal | Written request made through the State WIC Office to the Office of Administrative Hearings for review of a Program action. |
| Authorization | Approval by the State Agency for a food store, pharmacy, food store/pharmacy combination, or a military commissary to redeem WIC checks. |
| Authorized Foods | The types, sizes, and brands of foods approved by the State agency for use by Program participants. |
| Change of Ownership | The transfer of majority control or ownership of a store. |
| Check | A WIC food instrument. |
| COMAR | Code of Maryland Regulations. |
| Complaint | Unsolicited accusation or charge of alleged abuse or violations. |
| Compliance Investigation | A covert, onsite investigation in which a representative of the Program: (a) poses as a participant, parent or caretaker of an infant or child participant or proxy; (b) presents one or more food instruments to be redeemed for food; and (c) does not reveal during the visit that he or she is a Program representative. |
| Day | A calendar day. |
| Disqualification | Terminating a vendor’s authorization to participate as a WIC vendor. |

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| Educational Buy | The same procedure as the Compliance Buy with the exception that upon completion of the WIC transaction, the buyer will identify his/herself, the results of the buy will be reviewed with the appropriate store personnel and the buyer will return the items purchased. No sanctions will result. |
| Excess charges | The amount above the maximum price payable for the food instrument charged by a vendor to the Program. |
| First Business Day | The first day of a month that is not a Saturday, Sunday, or State holiday. |
| Food Delivery | The method used by the State and local agencies to systematically provide supplemental foods to participants. |
| Food Instrument | A voucher, check, coupon or other document that is used by a participant to obtain supplemental foods. |
| Food Instrument Type | A food instrument designation based on the type and amount of WIC food items specified on the food instrument. |
| Food Package | A grouping of specified types and amounts of foods prescribed to participants. |
| Food Sales | Sales of all Food Stamp eligible foods intended for home preparation and consumption, as set forth in 7 C.F.R. § 246.2. |
| Food Stamps | An assistance program under the Food Stamp Act of 1977, as amended, now known as SNAP. |
| Food Store | A grocery or supermarket licensed under COMAR 10.15.03 that ordinarily has, for sale to the public, authorized foods and does not have a pharmacy under the same ownership on its premises. |
| Food Store/Pharmacy Combination | A food store and a pharmacy under the same ownership on the same premises. |

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| Fruit and Vegetable Check (FVC) | A WIC Food instrument of specific denominations (\$6, \$10 & \$15) specifically provided for the purchase of fruits and vegetables in fresh, frozen, or canned forms. |
| FNS | Food and Nutrition Service of the U.S. Department of Agriculture. |
| High-Risk Vendor | A vendor identified as having a problem in need of follow-up or who presents the potential for abuse of the Program, a vendor with significant scores on the Program's computerized high risk vendor report, a vendor that has broken, or continues to break WIC Program rules and has been warned and/or penalized by the Program. |
| In Compliance | To follow the rules, regulations, policies and procedures of the WIC Program. |
| Local Agency | A public or private, non-profit health, or human service agency which provides health services, either directly or through contract, in accordance with 7 C.F.R. § 246.5. (Selection of local agencies). |
| Maximum Price Payable | The maximum amount of money the Program will pay a vendor for the WIC food items on the food instrument. |
| Medical Foods | Formulas authorized for children and women with special dietary needs. |
| Military Commissary | A food store located on a military installation and/or operated by the Department of Defense. |
| Minimum Required Stock | The specific types and amounts of WIC authorized foods that must be in a vendor's store during business hours. |
| Participant | A pregnant woman, breastfeeding woman, postpartum woman, infant, or child receiving supplemental foods or food instruments from the Program and a breastfed infant of a breastfeeding participant woman. |

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| Pattern | Two or more violations of WIC Program regulations for which an established pattern requires termination from the Program. |
| Peer Group | A breakdown of stores by size within regions. |
| Peer Group Average | The arithmetic mean of prices charged by vendors within a peer group for food items. |
| Pharmacy | An establishment that has been issued a permit to operate by the State Board of Pharmacy and that does not have a food store under the same ownership on its premises. |
| Proxy | An individual who is designated by a participant or a child or infant participant's parent, guardian, or caretaker to receive WIC checks and to redeem WIC checks for the participant and whose name is on file at a local agency. |
| Recovery of Excess Charges | The process by which the State agency recoups money paid to the vendor in excess of the maximum price payable for the food instrument type, or as a result of software, bank, or other error. |
| Region | A designated area of the State, set forth in COMAR 10.54.03.03B for administration of the WIC Program. |
| Sanction | The penalty for violating Maryland WIC Program rules, regulations, policies and/or procedures. |
| SNAP | Supplemental Nutrition Assistance Program (Formerly known as the Food Stamp Program). Known as FSP (Food Supplement Program) as well. |
| State Agency | The State office of the WIC Program located in the Maryland Department of Health and Mental Hygiene. |
| Store | A food store, pharmacy, food store/pharmacy combination, or military commissary. |

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| Supplemental Foods | Foods containing nutrients determined to be beneficial for pregnant, breastfeeding, and postpartum women, infants and children, as required by Federal regulations CFR(246.10) and the Maryland WIC Program. Supplemental foods are also called WIC foods, or WIC authorized or WIC approved foods. They are supplemental because they are not intended to meet all the nutritional needs of participants. They add specific nutrients to the diets of participants. |
| Trafficking | Buying, selling, submitting for reimbursement, redeeming, or exchanging a food instrument with the intent to defraud. |
| USDA | The United States Department of Agriculture, which provides the funding and federal oversight for the WIC Program. |
| Vendor | A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores authorized by the State agency to provide authorized supplemental foods to participants under a retail food delivery system. |
| Vendor Agreement | A written agreement between the State Agency and a vendor concerning the duties and responsibilities of the vendor and the State Agency with respect to a vendor's participation in the WIC Program. |
| Vendor Applicant | A sole proprietorship, partnership, cooperative association, corporation, or other business entity operating one or more stores that has applied to the State agency for authorization. |
| Violation | An incident or incidents involving failure to comply with the required practices outlined in the WIC Vendor Agreement, State, and federal regulations. |
| WOW (WIC on the WEB) | The WIC Program's software application which provides client services, financial management and vendor compliance documentation. |

Maryland WIC Program

Vendor Operations & Program Support
201 West Preston Street, Room 103
Baltimore, MD 21201
1-800-242-4942
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