

Alabama WIC Eligibility Requirements

Women

- Pregnant
- Postpartum
- Breastfeeding

Infants

- One year of age and under

Children

- Five years of age and under



Alabama WIC Eligibility Requirements

Applicants must have:

- Proof of residency in Alabama
- Proof of identity
- Proof of income

In addition to meeting income requirements, the participant must also have a nutritional risk.



Services Provided

- Nutrition Education and Counseling
- Breastfeeding Support
- Referrals to Other Health Services
- Supplemental Nutritious Foods



Benefit Issuance

Alabama's eWIC Card



Our Authorized Vendors

Play an important role in the health of Alabama communities especially to our WIC participants!

Annually, account for over \$83,500,000 in nutritious food delivered to over 110,000 WIC participants.

We can't do this without YOU!

Understanding eWIC

Two Ways to Process eWIC

Integrated



Stand-Beside



Integrated Point of Sale (POS)

- Accepts all forms of payment – eWIC, Supplemental Nutrition Assistance Program (SNAP), credit, debit, and cash
- Permits a small mixed basket transaction
- Provides the WIC customer with a streamlined purchase experience

Mixed Basket Transaction

- WIC customer is usually not required to separate WIC items from other items
- POS system identifies which items to deduct from the WIC benefit balance
- eWIC is the first payment tender used in a mixed basket transaction

Stand-Beside Terminal

- Solely used to transact eWIC benefits
- WIC customers are required to separate WIC items from non WIC items
- Requires a “double scan” – first against the stand-beside and second through the grocer’s POS system
- No “WIC” only lanes allowed



Understanding eWIC

Approved Product List (APL)
+
WIC Customer’s Benefit Balance
=
Basis for an eWIC Transaction



Approved Product List (APL)

- eWIC transaction is driven by the APL.
- APL is a list of Universal Product Codes (UPCs).
- APL restricts overrides.

UPC Code



Price Look Up (PLU) Codes

The Alabama APL file includes the International Federation for Produce Standards (IFPS) Price Look Up (PLU) Codes.

PLU



Mapping Price Look Up (PLU) Codes

- Fresh fruits and vegetables with a UPC must be mapped to a PLU
- Mapping is retailer managed



APL Requirements

- Vendors must connect each POS system for each outlet to the state's eWIC processor's system at **least once each 24-hour period.**
- Vendors must ensure the most up-to-date APL file is in their systems.

APL Submissions

- Guidelines for submission can be found on our website at alabamapublichealth.gov/wic.
- Submit UPCs via the Alabama WIC App.
- Submissions are not a guarantee of placement on the Alabama APL.



Understanding the Benefit Balance

Benefit Balance:		
Quantity	UOM	Description
2	Dozen	Eggs - Large White Only
48	Ounces	Bread / Tortillas / Pasta / Brown Rice
4.5	Gallons	1% or Fat-Free Milk
2	Pounds	Cheese
\$20.00	\$\$\$	Fruit and Vegetables - Fresh Only
9	Ounces	Whole Milk
72	Ounces	Cereal
3	Containers	Canned Peas/Beans / Dry Peas/Beans / Peanut Butter
3	Containers	Juice (48 oz) OR 1 Can Frozen Juice(11.5-12.0 oz)
32	Ounces	Yogurt - Whole Milk
32	Ounces	Yogurt - Low Fat/Non-Fat
2	Containers	Juice (64 oz.)



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Checking Benefit Balance

- Use their shopping list from WIC clinic
- Online portal or customer service number
- Receipt from last eWIC transaction
- Balance Inquiry at the store

```
ST# 04672 OP# 009012 TE# 12 TR# 08167
-----
BEGINNING BALANCES
ACCOUNT # *****1037
EXPIRATION DATE 07/06/2021
7.00 CONTA JUICE 64 OZ.
12.00 GALLO 1% OR FAT-FREE MILK
128.00 OUNCE YOGURT - LOW FAT/NON-FAT
12.10 $$$ FRUIT AND VEGETABLES - FR
96.00 OUNCE BREAD / TORTILLAS / PASTA
1.75 CONTA CANNED PEAS/BEANS / DRY P
90.00 OUNCE CEREAL
1.00 DOZEN EGGS - LARGE WHITE ONLY
2.00 POUND CHEESE
-----
Benefits expire at midnight on
07/06/2021
-----
06/10/21 14:57:35
```

Unused Benefits

- Benefits become available on the Benefit Start Date at 12:01 am and end at 11:59 pm on the Benefit End Date.
- Benefits that have not been spent DO NOT carry over to the next benefit period.



How does it work?

- Cashier rings up foods
- WIC customer swipes their eWIC card and enters PIN
- POS prints out midpoint receipt, or it will show on the screen – this allows the WIC customer to verify the correct items are being deducted from their benefit balance

Speaker icon

How does it work?

- Customer reviews midpoint receipt
 - If everything is as expected, the customer approves the transaction
 - If there is an unexpected balance, the items in question can be removed
- WIC customer pays any remaining balance
- Cashier provides a final receipt to the WIC customer

Speaker icon

Troubleshooting an eWIC Transaction

- Item is not an Alabama WIC approved item.
- Item is WIC approved but not in the APL.
- Customer has not been issued the WIC approved item.
- Customer has the benefit but does not have enough of the benefit available to make the purchase.
- Fresh fruits and vegetables are not mapped (linked).
- eWIC transaction exceeds 50 unique UPCs/PLUs.

Alabama WIC Approved Foods Brochure

- Shows allowable types, brands, and sizes
- Use to troubleshoot when items do not ring up at the register
- Helps WIC customers to find Alabama WIC approved foods
- Available on the Alabama WIC App



WIC Shopping List and WIC Approved Foods Brochure

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CANNED PEAS/BEANS, DRY PEAS/BEANS, PEANUT BUTTER

Each container = your choice of one of these three options:

Canned Peas/Beans: Any brand.
15-16 oz. cans of regular legumes, such as: Blackeye peas, Black, Pinto, Garbanzo, Red, Navy, White Lima, Butter and Kidney Beans.

NOT Allowed:
= Vegetables = Added seasonings, lard, meats, oils or sauces = Organic
Examples: Green Beans, Sweet Peas, Baked Beans and Chili Beans

Dry Peas/Beans: 16 oz. bag, Any brand.

NOT Allowed:
= Added flavorings = Organic

Peanut Butter:
16-18 oz. container, Any brand. May be creamy, crunchy, chunky, or low sodium.

NOT Allowed:
= Whipped = Spreads = Omega-3 = Reduced Fat = Organic = Combinations with jelly, honey, etc.

Order of Tender

1. eWIC
2. SNAP EBT
3. Debit, credit, or cash



Scanning Items

- Scan UPC barcode directly from the item being purchased
- “NO” scanning codes from a “scan book”, UPC codebook, or reference sheets
- Quantity function allowed for identical items



×2


Additional eWIC Requirements

- Manual card entry only allowed if the card is presented by the WIC customer
- Never ask a WIC customer for their PIN
- Cashiers are not allowed to enter the PIN for the WIC customer
- PIN locks after 3 incorrect attempts
- **No** home delivery, curbside, or mobile payment





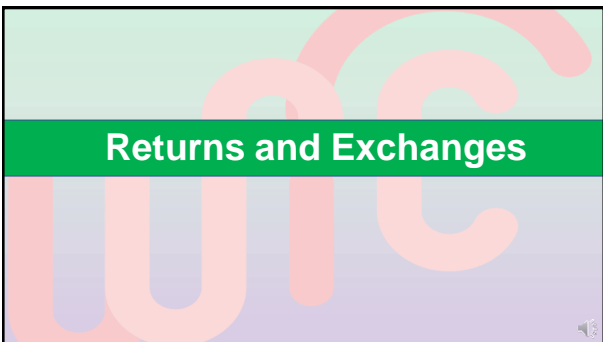
Manufacturer and Store Promotions



Manufacturer and Store Promotions

The following are examples of promotions and specials that WIC customers are allowed to participate in:

- Buy one, get one free
- Buy one, get one at a reduced price
- Manufacturer or store coupons
- Store "savings" card or "customer reward card"



Returns and Exchanges

Returns and Exchanges

- Store employees should never provide refunds to WIC customers for WIC items purchased using their eWIC card.
- Exchanges are allowed for the exact same item if it is damaged, spoiled, or expired.



Lost eWIC Cards



Lost eWIC Cards

- Turn in the card to the manager on duty.
- If the eWIC card is unclaimed after 24 hours, the vendor **must** return the card to the State WIC Office.






eWIC Payment

- Payments for properly processed eWIC transactions are made through an Automated Clearing House (ACH) system.
- Payment is directly deposited in the vendor's bank account.

A small speaker icon is visible in the bottom right corner.

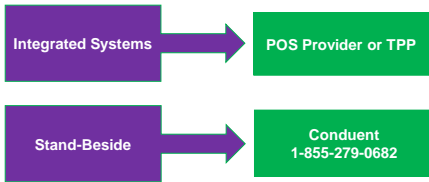
Oh No! System Down?



A photograph of a young child with a distressed expression, crying and holding onto a green metal fence. The child is wearing a yellow shirt and overalls. The background is slightly blurred, showing an outdoor setting.

A small speaker icon is visible in the bottom right corner.

Who to call for help?



Alabama WIC App

WIC Approved



Not WIC Approved



Alabama WIC App

- Submit items for the APL file
- Access the Alabama WIC Approved Foods Brochure



Other WIC Program Requirements

Minimum Stock Requirements

Minimum Stock Requirements

- Maintain the Minimum Stock Requirements of WIC approved foods at all times.
- Minimum Stock Requirements are listed in the Alabama WIC Program Vendor Procedure Handbook.







WIC Training

- The vendor is responsible for training all store personnel on WIC program regulations and procedures.
- Failure to provide documented proof of new employee and annual training on WIC regulations and procedures is a violation of the WIC Program



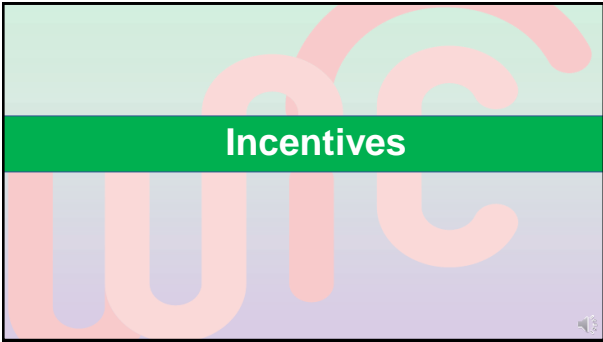
Shelf Labels



Shelf Labels

- Provided free of charge by State WIC Office
- Must receive prior approval to use own shelf label
- Do not place shelf labels directly on the item or packaging






Incentives

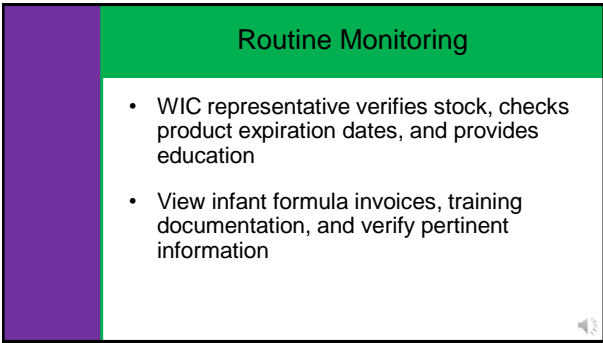
- Federal regulations prohibits the use of incentives to entice WIC participants to shop in a particular store.
- Vendors who use advertisements to solicit the business of WIC participants, and/or offer incentives or delivery services will be subject to contract termination

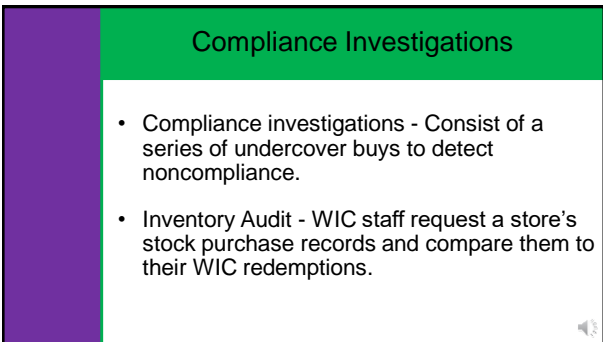
Incentives

CAN Do	CANNOT Do
Provide a WIC customer a store loyalty card like all other customers.	Offer WIC customers a free deli meal if they use their WIC at your store.









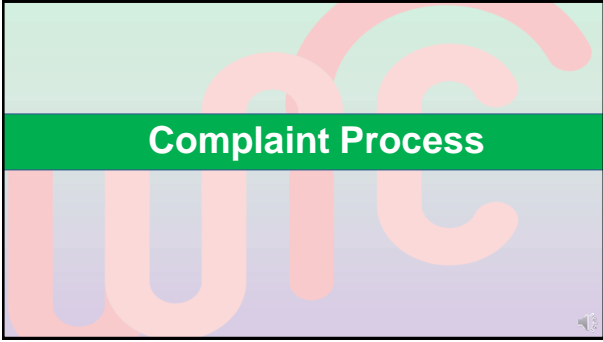
Vendor Sanctions, Overcharges, and Claims

Vendor Sanctions

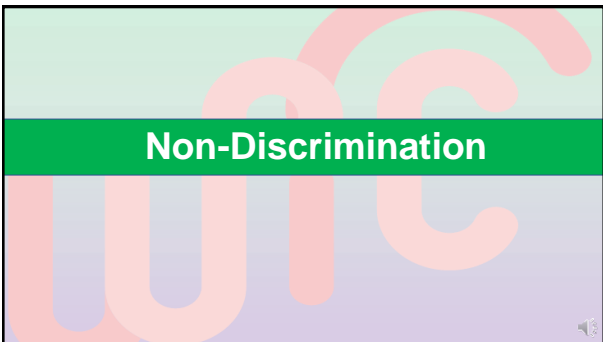
- The State WIC Office may impose sanctions, up to and including disqualifying the Vendor from participation in the Alabama WIC Program.
- A complete list of sanctions can be found in the Alabama WIC Program Vendor Procedure Handbook and in the Alabama WIC Vendor Contract.

Overcharges and Claims

- Overcharging - intentionally or unintentionally charging more for supplemental food provided to a WIC customer than a non-WIC customer or charging more than the current shelf price for supplemental food provided to a WIC customer.
- The Alabama WIC Program can assess a claim for repayment for improperly processed transactions.







Non-Discrimination

- Compliance with the non-discrimination provisions of federal regulations is mandatory.
- Federal law prohibits any kind of discrimination on the basis of race, color, national origin, age, sex or disability.

Questions