



## Open Enrollment 2021-2024 is Complete!

The Nevada WIC Vendor Team sends a huge thank you to all Vendors for completing the enrollment process.

The State of Nevada WIC Program enters into agreements with Vendors for a three year period. The new Agreement Period begins October 1, 2021 and ends September 30, 2024.

Your continued partnership with Nevada WIC over the next three years ensures WIC participants will continue to have access to WIC supplemental foods at your stores.

WIC Vendors truly make the difference in feeding families and communities.

**THANK YOU!!**

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## **CVB Increase to Participant Benefits**

As a part of the American Rescue Plan Act of 2021, the Cash Value Benefit (CVB) has been temporarily increased from \$9 to \$35 for WIC participants per person per month excluding infant food packages. The CVB increase will be issued each month from June 1st through the end September 2021 and are good through the end of each month. The increased CVB can be used at any approved WIC store currently accepting the WIC EBT Card.

Shopping tips that participants have been given include:

- Stocking up with canned and frozen fruits and vegetables which can be stored for months and are easy to add to meals.
- Buying fruits and vegetables in many forms with WIC benefits: fresh, frozen, organic, bagged or pre-packaged, cut-up or whole, and in cups, cans, jars, and pouches.
- Buy extra fresh fruits and vegetables and preserve by canning, drying or freezing.
- Go to <https://nevadawic.org/vendors/food-package-information/> or use the WIC Shopper App to find more fruits and vegetables to buy with WIC benefits. The WIC Shopper App also has recipes for all approved foods.

**Please be sure to have participants swipe their WIC EBT card first! This will help utilize all benefits for each participant.**

**Scan each item individually and let the system decide if the benefit is on the card.**

**Participants are allowed to pay the difference for any produce that is not covered by the CVB.**



## **Vendor Complaint Process**

Please let the Nevada WIC Office know about any issues with WIC shoppers you are not able to resolve, repeat offenders, or shoppers that treat store employees rudely. This gives Nevada WIC an opportunity to contact a shopper and provide education or address problems before they escalate.

Our complaint form can be found online, or you can contact our Office directly.

**<https://nevadawic.org/contact/feedback-and-complaint-submission/complaint-against-participant/>**

## Vendor Sanctions

Nevada WIC staff conduct routine monitors on authorized WIC Vendors during the agreement period to ensure compliance with the program's requirements. These requirements guarantee participants have full access to needed nutrition for themselves and their infants and children.

If during monitoring it is found that a Vendor is in violation of any requirements or regulations of the program, Nevada WIC is required to notify the Vendor in writing of the violation and document if there is a history of this violation per program policy. A history of violations will result in Vendor Sanctions.

There are two levels of sanctions: state agency sanctions and federally mandated sanctions. Sanctions include imposing monetary claims, civil money penalties, suspensions, terminations or disqualification from the Nevada WIC Program, or any combination of these sanctions. Nevada WIC may sanction Vendors for a violation or a combination of violations within the terms of the Vendor Agreement and as outlined in the Nevada WIC Vendor Sanction Schedule.

Vendor violations, whether intentional or unintentional, are subject to sanctions. Some common violations are as follows:

- A pattern of failing to maintain the minimum variety and inventory of WIC approved foods and Infant formula.
- A pattern of allowing the return of food items purchased with WIC food benefits in exchange for food items not authorized by the WIC program.
- A pattern of failing to attend mandatory vendor training.
- A pattern of failing to display "Nevada WIC Accepted Here" signs indicating Vendor accepts WIC food benefits on entrance doors and to identify WIC EBT terminals, if Vendor does not use an integrated EBT system.

**Any vendor disqualified from the USDA Food Stamp Program/SNAP/Supplemental Nutrition Assistance Program (SNAP) will also be automatically disqualified as a WIC vendor.**

The complete Nevada WIC Vendor Sanction Schedule can be found at the following link: <https://nevadawic.org/wp-content/uploads/2021/06/Nevada-WIC-Vendor-Sanction-Schedule.pdf>





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## Minimum Stock Requirements

Due to the COVID-19 Pandemic, minimum stock requirements are flexible regarding varieties and brands. Stores are still required to meet the minimum stock levels per the Nevada WIC Minimum Stock Requirements, including but not limited to:

- Infant Formulas
  - Similac Advanced Powder, 12.4oz, UPC 070074559582 - 12 cans in stock at all times
  - Similac Soy Isomil Powder, 12.4oz, UPC 070074559643 - 6 cans in stock at all times
- A variety of fruits and vegetables (canned, frozen, fresh, or bagged).
- A variety of approved Adult Cereals
- Fresh milk and eggs
- A variety of juices (frozen concentrate, 64oz, or 48oz)

Approved foods can be found in the APL file by UPC at <https://nevadawic.org/vendors/upc-database/>; **Full minimum stock requirements are outlined at <https://nevadawic.org/wp-content/uploads/2020/08/Nevada-WIC-Minimum-Stock-Requirements.pdf>.**



## Vendor Claims

Vendors are required to balance their transactions daily to determine if there are any errors in WIC transactions. Vendors who need to submit an adjustment claim may do one of the following options:

- For Integrated POS Systems, submit to your Third Party Processor (TPP) **within four (4) business days** of the transaction the error occurred on.
  - For Stand Alone (SA) POS Terminals, contact the FIS Help desk at 1-877-291-0433 **within four (4) business days** of the transaction the error occurred on.
  - Any Claims submitted after four (4) days may be denied!
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## WE WANT TO HEAR FROM YOU!

**Send your questions to:**

Nevada State WIC Program  
400 W King St, Ste 300  
Carson City, NV 89703

**WIC Main Line Phone:** 775-684-5942

**Fax:** 775-684-4246



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**You can find helpful information about the Nevada WIC program requirements at:**

<http://nevadawic.org/vendors>

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(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) e-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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