

# TABLE OF CONTENTS

This Manual describes the Arizona Department of Health Services' (hereinafter "Department") Vendor Management policies and procedures for the WIC supplemental nutrition (food) delivery program which includes, but not limited to, the Arizona WIC Program Vendor Contract, Vendor enrollment, training, monitoring, sanctions, the payment system used to redeem food instruments, fair hearings and informal settlement conferences.

## 1. INTRODUCTION

What is WIC.....	1 – 1
What Role Does the Vendor Play.....	1 – 2
WIC Vendor Criteria.....	1 – 3
Vendor Contract and Authorization.....	1 – 3
The WIC Decal.....	1 – 4
WIC ID Stamp.....	1 – 5
Report of Changes.....	1 – 5

## 2. FOODS

What Foods are Available on the WIC Program.....	2 – 1
Approved and Non-approved WIC Foods.....	2 – 1
Arizona WIC Programs Food List.....	2 – 2
Minimum Stock Requirements.....	2 – 3
WIC Price/Stock Survey.....	2 – 9

## 3. FOOD INSTRUMENTS

Food Instrument (Prescription).....	3 – 1
What is on the Food Instrument.....	3 – 1
Cash Value Food Instrument.....	3 – 2

## 4. IDENTIFICATION

WIC Identification.....	4 – 1
WIC Identification Folder and Transfer Card.....	4 – 2
Proxy Certification Form.....	4 – 3
"X" Signature.....	4 – 4

## 5. CASHING FOOD INSTRUMENTS

WIC Food Instrument Redemption Procedures.....	5 – 1
Before ringing up the WIC transaction, the Cashier.....	5 – 2
When ringing up the WIC transaction, the Cashier.....	5 – 3
After ringing up the WIC transaction, the Cashier.....	5 – 5
WIC Food Instrument Redemption – Not To Exceed (NTE) Procedures.....	5 – 6

## 6. PAYMENTS

Food Instrument Deposit and Payment.....	6 – 1
Food Instrument Payment Criteria.....	6 – 1
Second Level Review.....	6 – 3

## 7. TRAINING

Mandatory Regional and Initial Training.....	7 – 1
Annual Training.....	7 – 2
Documentation of Training.....	7 – 2
Technical Assistance/Request for Training.....	7 – 2

## TABLE OF CONTENTS

<b>8. VENDOR MONITORING</b>	
Vendor Monitoring.....	8 – 1
Vendor Site Review.....	8 – 1
Rejected Food Instrument Review .....	8 – 3
Compliance Investigations .....	8 – 3
Inventory Audits.....	8 – 4
Complaint Reporting .....	8 – 4
Coordination with the Food Stamp Program.....	8 – 4
<b>9. VIOLATIONS AND SANCTIONS</b>	
Violations and Sanctions.....	9 – 1
Department Sanctions - Administrative and Procedural Violations.....	9 – 2
Department Sanctions - Fraud and Abuse .....	9 – 4
Mandatory Sanctions under Federal Regulations.....	9 – 6
Multiple Violations During a Single Investigation.....	9 – 7
Civil Money Penalty.....	9 – 8
Second Mandatory Sanction.....	9 – 8
Third or Subsequent Mandatory Sanction .....	9 – 8
No Voluntary Withdrawal or Nonrenewal of Contract .....	9 – 8
Criminal or Civil Prosecution.....	9 – 9
Change of Business Entity.....	9 – 9
Termination/Denial/Disqualification.....	9 – 9
Food Stamp Disqualification.....	9 – 9
<b>10. APPEAL RIGHTS AND HEARING PROCEDURES</b>	
Appeal Rights and Hearings.....	10 – 1
<b>11. APPENDIX 1 - TRAINING AIDS</b>	
Example of Food Instruments	
Altered Food Instruments .....	11 – 1
Correcting the Dollar Amount .....	11 – 3
Correcting the Date of Use .....	11 – 4
Answers to Common Questions	
Identifying the WIC Customer.....	11 – 5
Dates on Food Instruments .....	11 – 5
WIC Foods - Purchased / Availability .....	11 – 5
Coupons .....	11 – 5
Participant/Authorized Representative or Proxy Training.....	11 – 6
Signatures.....	11 – 6
WIC Quiz .....	11 – 7
WIC Quiz Answer Key .....	11 – 11
Arizona WIC Program Local Agency Directory .....	11 – 16

## TABLE OF CONTENTS

<b>12. APPENDIX 2 - FORMS</b>	
WIC Price/Stock Survey Instruction Worksheet.....	12 – 1
WIC Program Vendor Site Review Form .....	12 – 2
Arizona WIC Program Vendor Order Form.....	12 – 10
Part II – Outlet Information .....	12 – 11
Part III – Statement of Application .....	12 – 16
Store Closure Notification .....	12 – 17
Store Change Notification .....	12 – 18
Change of Ownership .....	12 – 19
Arizona WIC Program Vendor Training Acknowledgement.....	12 – 20
<b>13. APPENDIX 3 - SELECTION AND AUTHORIZATION</b>	
Selection and Authorization .....	13 – 1
FFY 2010 Vendor Contract Enrollment Period.....	13 – 1
Evaluation Process .....	13 – 2
Continuous Enrollment.....	13 – 3
Change of Ownership .....	13 – 3
Vendor Evaluation Criteria.....	13 – 3
Timeframes for Action for Open Enrollment.....	13 – 6
Contract Approval .....	13 – 7
Termination of the Contract .....	13 – 7
Expiration of the Contract .....	13 – 7
Contract Termination and Disqualification .....	13 – 7
Customer Relations .....	13 – 7
Pricing .....	13 – 8
High Risk Identification System .....	13 – 9
<b>14. APPENDIX 4 - PARTICIPANT ACCESS</b>	
Participant Access .....	14 – 1
<b>15. APPENDIX 5 - DEFINITIONS</b>	
Definitions .....	15 – 1