

Vendor Relations & Program Integrity

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Staff - Vendor Relations & Program Integrity Section



VRU



PIU



FY23 Snapshot

Effective Oct. 1 – On-site Audits



1,421
Vendors

423 Rx
491 Chains
507 Indep



293
monitoring
visits at
184 stores

13%



54 audits
completed

4%



145
compliance
buys at
83 stores

6%



\$153 million
WIC dollars
spent

2023 WIC Vendor Conference



- ✦ September 14 in-person at Treetops Resort in Gaylord
- ✦ THEME: Piece by Piece: Making a Difference in the Mitten!
 - ✦ Large Puzzle, Networking Bingo, Michigan Trivia, northern-themed prizes
- ✦ Over 120 Attendees
- ✦ Highlights
 - ✦ CAC/LA Panel – shared candid experiences
 - ✦ ‘About WIC’ presentation – Allie Monroe, Health Department of Northwest Michigan
- ✦ Next year – Sept. 12, west side of state; in-person



Vendor/LA Partnerships

- * Partnership Opportunities
 - * Noor Pharmacy – called LA to learn more about ordering and issuing specialty formulas
 - * Kalamazoo – ‘WIC Shopping Days’ with local vendors, potential to assist stores with labeling WIC foods
 - * Grand Traverse Cty – posted information material about formula recall at local vendors
 - * Vendors – post promotional and enrollment material for their local clinic
 - * Mobile Clinics – set up outside/inside authorized vendors
- * Want to learn more about WIC Vendors?
 - * Take our Online Vendor Training
 - * courses.miHealth.org/PUBLIC - Search ‘WIC Vendor’
 - * Join our Quarterly Calls!
 - * Next Jan. 8 @ 2:30pm
 - * Ask us for a list of vendors in your area



Online Complaint Forms

Submitting a Complaint

Please select one of the buttons below to submit your complaint. Complaints will be sent to the appropriate WIC state staff person for follow-up. Information submitted via an electronic complaint form will remain confidential.

I would like to submit a complaint about a:

WIC Store

WIC Store complaints involve issues that occurred in-store while shopping for WIC foods.

WIC Clinic

WIC Clinic complaints involve issues that occurred with WIC staff or while in the WIC clinic.

WIC Fraud

WIC Fraud complaints involve suspected fraud or abuse by WIC clients, parents, proxies, or caretakers. Examples include, but are not limited to:

- Providing false information to receive WIC benefits.
- Selling, trading, or giving away WIC benefits for cash or credit.
- Exchanging or returning WIC benefits for other food items or for cash/credit.

Other Complaints

Other complaints involve any concerns you feel do not fall under any of the above categories.

Michigan WIC Vendor Complaint Form

Please complete the form with as much detail as possible.

Section 1

...

Submission Details

1. Submitted by/Your name *

Enter your answer

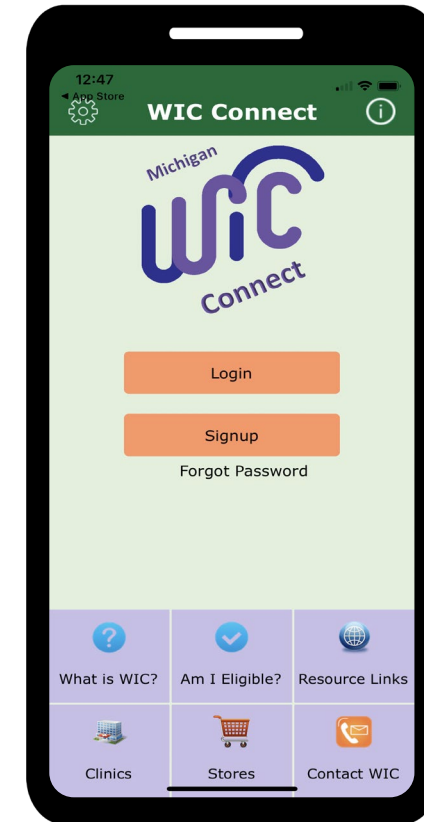
2. Phone Number *

Enter your answer

3. Email *

WIC Connect App

- * Vendor log-in
 - * Tied to test client account
- * Vendor can scan authorized products to ensure WIC eligibility
 - * Stocking
 - * Labeling
 - * Helping customers find items
- * Instructions at Michigan.gov/WICVendor under 'WIC Authorized Foods'
- * WIC staff can use as well



UPCs and PLUs Online

- * Michigan.gov/WICVendor → WIC Approved Foods
- * Approved Products List (APL)
 - * All currently approved products in Michigan
 - * Searchable
 - * Downside – doesn't include product descriptions
- * PLU List
 - * Part of a national PLU Workgroup
 - * Creating a guide to help Vendors identify and map PLUs
 - * One of first states to make list available online
 - * Improved fruit and vegetables transactions
- * Updated monthly



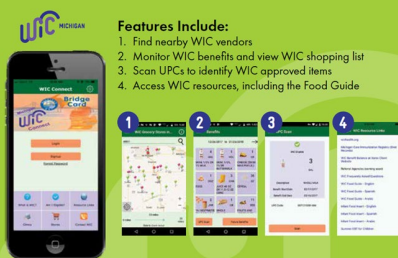
New Vendor Materials



LET **wic** MICHIGAN
BUY THE BREAD
so you can buy the
other things they need.

Call 211, visit www.michigan.gov/wic, or download the **WIC Connect** mobile app

WIC CONNECT MOBILE APP

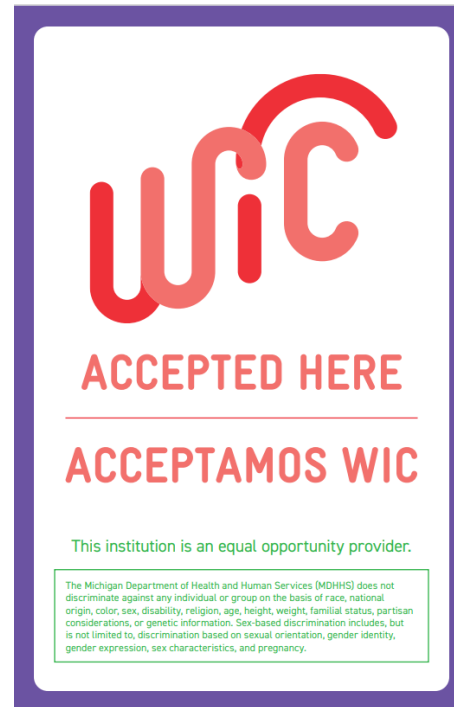


Features Include:

1. Find nearby WIC vendors
2. Monitor WIC benefits and view WIC shopping list
3. Scan UPCs to identify WIC approved items
4. Access WIC resources, including the Food Guide

Additional Features:

- Look up contact information for local WIC clinics
- Request appointments and receive reminders
- Enter and update contact information
- Email State of Michigan with questions and/or concerns



ACCEPTED HERE

ACEPTAMOS WIC

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WIC Vendor Register Quick Guide

MDHHS
Michigan Department of Health & Human Services

wic MICHIGAN



AUTHORIZED
WIC VENDOR

Questions?

WIC Vendor Relations & Program Integrity Section

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