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If you are unable to open an attachment or would like any of the information referenced in this newsletter sent to you via fax or mail please contact a Vendor Section Specialist.

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INSIDE

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New Foods Update !!

Please be sure to continue to download the APL often as we are continuing to add UPC's on a daily basis. Always remember to be as polite as possible if items don't scan or if clients pick up items that are not authorized.

Email Addresses

In today's world, the most effective means of communication is through Electronic Mail; E-mail. The New Mexico WIC program uses e-mail extensively to ensure you, our vendor, receive program updates and critical information in the most timely, cost effective manner.

Email addresses are a requirement to participate in the WIC Program per the Vendor Manual (March 1, 2008, Section VI. WIC Transactions and Redemption Procedures, Part H. EBT Transaction Requirements, #10) which is incorporated into the Vendor Agreement (ARTICLE 1 GENERAL CONDITION). Failure to establish an email address may lead to a sanction or disqualification from the WIC Program.

There are many Internet Service Providers around the state some of which are free and others that are very inexpensive. There are also many email providers which are also free.

If you do not have access to an Internet Service Provider, please contact us immediately.

Please remember to notify us when you make a change to your email address. Our contact information is listed at the top of this newsletter. If we have your current email address you can be sure you have the latest information you need to comply with WIC Program rules and regulations.

Daily Settlement

We want to proactively help you by monitoring for potential claim submission errors and untimely submissions. Every day the WIC Program database creates a report showing which vendors have not submitted a claim for settlement in the last 48 continuous hours.

Some of you may have received an email from David Duran notifying you there may be a problem with your claims submission. Please review your claims submissions and auto reconciliation reports if you receive one of David's notices. If you do not have an auto reconciliation report for claims you believe were submitted please contact your system provider ASAP.

David has been sending emails to all vendors without submissions for 3 or more days. If you receive a notice this means we did not receive any claims for 3 or more days (David will specify how many) prior to the notice.

Claims must be submitted within 60 days from the clients first day to spend. This information is provided on the receipt at the time of the transaction but may not be readily available to you in the back office reports. If a client shops on the last day of their benefit period the amount of time left for you to submit the claim is reduced to approximately 30 days. If there is an error in the claim your system provider and you have a very short window to fix the claim and get it submitted for payment. Federal regulations require the WIC Program to deny payments for claims submitted outside of the 60 days from the first day to spend window.

Training Cards

The implementation of the New Food Rule added thousands of items to the WIC Authorized Food list. As we all know, this has presented a great number of challenges. WIC is here to help. We realize purchasing bread and milk presents two of the biggest challenges for our WIC clients. As such, we've provided our vendor liaisons with training cards so they may ensure all WIC allowed breads and milks are able to be scanned by your POS system. If a scanning problem is encountered, the liaison will notify us and we will work with you and the maker of your POS system to ensure it is correct.

The liaisons will be contacting you over the next month to plan their visit to test the Milk and Bread items. Please ensure you find time to work with them as we want to help identify and correct scanning problems to help us reach our shared goal of a positive WIC Client shopping experience.

WIC Program WEB Site Link

This link will be continuously updated with new information so please check it regularly!

<http://www.health.state.nm.us/phd/wicsite/grocers/>