

TEXAS WIC Farmers' Market



EBT Pilot Guide

FISCAL YEAR 2017

Effective October 1, 2016 - September 30, 2017

Texas Department of State Health Services Nutrition Services Section

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting infants, children under age 5 and pregnant, postpartum and breastfeeding women with low to moderate incomes. The National WIC Program was established on September 26, 1972, following a nutrition survey that found anemia (low levels of iron in the blood) and inadequate growth to be common among American children.

This guide is intended for use by farmers' market personnel who have a current farmers' market agreement with the WIC Program using WIC EBT. The information is useful primarily for farmers market personnel as it deals with contracting procedures, payment systems, and monitoring of WIC operations.

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WIC IS...

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC), funded primarily by the United States Department of Agriculture (USDA). Begun nationally in 1972 and in Texas in 1974, the WIC Program helps provide nutritious foods as well as nutrition education, breastfeeding support, health care referrals and other state services for clients who qualify for the program.

The Texas Department of State Health Services administers the program in this state through local or regional health departments and private non-profit health agencies. These local agencies certify women, infants and children to participate in the program, provide nutrition education and issue WIC food benefits.

You should learn the locations and phone numbers of the WIC clinics in your area. They can answer many questions about the WIC program for you and your WIC customers. For any general questions, you may call the WIC State Office at 1-800-252-9629.

WIC ELIGIBILITY

To be certified for WIC, a participant must meet the following requirements:

- Be a pregnant, postpartum or breastfeeding woman;
- A child under age 5
- Live in the State of Texas
- Be within the income guideline, which is 185% above the poverty guidelines published in the Federal Register. (*As an example, for a family of four, this is \$44,955 in 2016, but changes each April 1st.*)
- Have one or more nutritional risks as determined by a nutritionist or health professional at the WIC clinic.

There are over 900,000 WIC participants in Texas!



WIC ELECTRONIC BENEFITS TRANSFER (EBT) TERMINAL PROCEDURE

- Information Booth Cashier shall not discriminate against a WIC customer because of race, color, national origin, sex, age, or disability.
- Information Booth Cashier enters Farmer Code 9999 on the Point of Sale (POS) terminal.
- Ask the WIC customer to insert her WIC card into the POS terminal.
- Terminal validates the card and prompts for a pin number. Only the WIC customer can enter the pin number.
- WIC customer enters pin number and the Beginning WIC Food Balance Receipt prints showing the balance of WIC Cash Value Benefit (CVB) dollars the customer currently has on the card.
- Information Booth Cashier asks the WIC customer to declare how much she wants to spend today. Cashier informs the WIC customer to only get the amount desired for today's shopping visit.
- Information Booth Cashier enters the PLU code 4469, the dollar amount the WIC customer declared, and the quantity of one (1).
- The terminal prompts the WIC customer to approve the transaction.
- Have the WIC customer verify the transaction amount is the same as what she declared as wanting to spend. Then have the WIC customer accept the transaction by pressing the "accept" key. Only the WIC customer can press the "accept" key.
- Once approved, an ending balance receipt is printed. Give all three receipts to the WIC customer. Tell the WIC customer that she must show her "WIC Foods Purchased" receipt to each farmer redeeming her WIC scrip.
- Information Booth Cashier date stamps on the back of the WIC scrip the last date of the issue month and gives the WIC customer the declared dollar value in WIC scrip.
- The WIC customer may exchange the WIC scrip for allowable produce at any farmer's booth at the market displaying the "WIC Accepted Here for Fresh Fruits & Vegetables" poster showing the farmer's name.
- The market association agrees to enter into a written agreement using a template provided by the State, with each farmer within the association authorized to redeem the WIC scrip

WIC SCRIP REDEMPTION & ACCOUNTABILITY

- The farmer will require the WIC customer to show the “WIC Foods Purchased” receipt, printed by the market association, prior to exchanging the WIC scrip for produce.
- The farmer will verify the date stamped on the back of the WIC scrip is for the current month.
- As the WIC customer exchanges the WIC scrip for produce, the farmer will record on a log the total dollar value of the produce purchased.
- The farmer will turn in the log and WIC scrip to the market association to receive payment.
- The association will create an electronic Excel file to consolidate purchase data by market location and farmer, listing total dollar value redeemed by each farmer and produce sold.
- The association will submit the electronic Excel file to the WIC state office at the close of each calendar month.

WIC Scrip Tender



WIC EBT SMART CARD

As pictured below, there are two designs for the Texas WIC Smart Card. Both cards contain a computer chip on the front. The WIC clinic loads the chip with the food benefits.

Generally, a participant's card is loaded with 3 months of benefits. In some cases, a participant may have more than one WIC Smart Card. For example, a foster parent will have a smart card for each foster child.



WIC Smart Card - front and back

Note: As shown above, the Personal Account Number (PAN) appears on the card, but the participant's name does not.

WIC EBT SAMPLE RECEIPTS

WIC EBT requires that the Association provide WIC customers with two receipts from each WIC transaction:

Receipt 1: Beginning WIC Food Balance Receipt. This receipt shows the balance of benefits the customer currently has on the card before any dollar amount is debited by the FM Association.

Receipt 2: WIC Foods Purchased. This receipt shows the dollar amount declared by the WIC customer to be deducted from the WIC Card. Ask the customer to review the receipt before continuing the transaction.

NOTE: Once the customer presses the “accept” or yes button, no changes can be made.

Receipt 1

TEXAN FARMERS MARKET
1781 DUCKLESS POND RD
FORT HANCOCK, TX 79839
Ph: 512-512-1212

Proc#: 10000001 06/12/20XX
Term#: 00000001 3:58:36 PM

Card Num: xxxxxxxxxxxx7927xxx
WIC Merchant ID: 0000706109999
Merchant: Farmer CVB

BENEFITS START DATE: Jun 1, 20XX

BEGINNING WIC BENEFITS:
12.50 value FRUITS &/OR VEGETABLES

USE YOUR WIC BENEFITS BY:
Jun 30, 20XX

(** Some Benefits NOT Shown **)

Not all benefits are available for purchase at Farmers Market.

===== TX Mobile Mkt+ v1.1 =====

Receipt 2

TEXAN FARMERS MARKET
1781 DUCKLESS POND RD
FORT HANCOCK, TX 79839
Ph: 512-512-1212

Proc#: 10000001 06/12/20XX
Term#: 00000001 3:58:53 PM

Card Num: xxxxxxxxxxxx7927xxx
WIC Merchant ID: 0000706109999
Merchant: Farmer CVB

Proposed WIC Benefit Utilization:

2.00 value, FRUITS &/OR VEGETABLES
2.00 value FRUITS &/OR VEGETABLES
Item#: 4469 2.00

WIC TOTAL 2.00
ITEMS PURCHASED: 1

TOTAL UTILIZED WIC BENEFITS:
2.00 value FRUITS &/OR VEGETABLES

===== TX Mobile Mkt+ v1.1 =====

Receipt 3

TEXAN FARMERS MARKET
1781 DUCKLESS POND RD
FORT HANCOCK, TX 79839
Ph: 512-512-1212

Proc#: 10000001 06/12/20XX
Term#: 00000001 3:58:58 PM

WIC Purchase

Card Num: xxxxxxxxxxxx7927xxx
WIC Merchant ID: 0000706109999
Merchant: Farmer CVB

2.00 value, FRUITS &/OR VEGETABLES
Item#: 4469 2.00

WIC TOTAL 2.00
ITEMS PURCHASED: 1

REMAINING WIC BENEFITS:
10.50 value FRUITS &/OR VEGETABLES

USE YOUR WIC BENEFITS BY:
Jun 30, 20XX

(** Some Benefits NOT Shown **)

Not all benefits are available for purchase at Farmers Market.

Result: Approved
Trace#: 000075-000000051

** DISPENSE GOODS **

===== TX Mobile Mkt+ v1.1 =====

Receipt 3: Ending Balance Receipt. The Ending Balance prints showing the WIC customer the remaining Cash Value Benefits on the WIC EBT card.

NOTE: Give all three receipts to the WIC customer.

THE HOT CARD LIST (HCL)

WHAT IS THE HOT CARD LIST?

The Hot Card List (HCL) is an electronic file that lists WIC Smart Cards that have been reported lost or stolen. **The State requires the HCL to be downloaded and updated every 48 hours.** However, the State recommends your association check the HCL file date every day to ensure that it is not older than 48 hours.

WHAT HAPPENS IF A CUSTOMER TRIES TO USE A HOT CARD?

If a customer tries to use a WIC Smart Card on the current HCL, he/she will receive the system message **"Card Problem – Return to Clinic"**. The system will lock the card if it's on the HCL and the customer will not be able to use it anywhere else. Please refer the participant to the local WIC clinic. The same message will appear if the card is damaged; you will not know the reason for the card problem and should avoid any confrontation with the customer.

NOTE: *If the client damaged their card, clinic staff will replace it and instruct them on the proper care of the card.*

WHAT HAPPENS IF YOU ACCEPT A HOT CARD?

As long as the HCL has been downloaded within the last 48 hours, the WIC State Office will honor and pay hot card transactions. *However, if an association's HCL is over 48 hours old, they are liable for any hot card transactions accepted. The WIC State Office will not pay for these transactions and there is no appeal process for this issue.*



TIME FRAMES FOR SUBMISSION & PAYMENT OF EBT CLAIMS

WHEN TO SUBMIT CLAIMS

The Association may submit Claims for EBT transactions as often as every 12 hours, but must submit all Claims for a month no later than the 15th of the following month.

EXAMPLE:

Submit all Claims for the month of June no later than July 15th.
Any Claim with June transactions submitted after July 15th will not be paid.

EBT RECONCILIATION

After the close out of a process month, the State will reconcile payments to the market association for the process month with the association's Excel spreadsheet by market location, farmer, and dollar amount. If there is a discrepancy between the electronic claim submission versus the market association's Excel log submission, an account adjustment will be made to subsequent claims.

Note: It is against WIC federal regulation to bill or attempt to collect from WIC customers for any EBT transactions or adjustments not paid by the State.



WIC SMART CARDS FOUND

(RETURNING LOST CARDS)

Occasionally you may find WIC Smart Cards left in the card reader, on the table, ground, or in the parking lot.

If a customer leaves their WIC EBT card at your market, hold the card for at least 24 hours, in case the customer returns to claim the card.

Note: To release the card to the customer, the customer must enter the correct PIN which will generate a beginning balance receipt. Never return a WIC EBT card without the customer entering the correct PIN.

If the customer does not reclaim the card within 24 hours, drop the card in any U.S. mailbox for return to the state. This procedure does not require an envelope or postage. The U.S. Post Office delivers the card to the address printed on the back of the card. Please do not return lost cards to the WIC Clinics.

MONITORING

The WIC program or its representatives regularly monitor the sales and redemptions of all farmers to be sure that only fresh, unprocessed fruits and vegetables are purchased.

Monitors may visit at any time unannounced. If the monitor identifies any activity that violates the rules of WIC EBT, the Association or the farmer, or both, may be sanctioned in accordance with program policies.



DO'S AND DON'TS FOR FARMERS

Do:

- Treat WIC customers with the same courtesy extended to all customers.
- Require the WIC customer show the "WIC Foods Purchased" receipt, printed by the market association, prior to exchanging the WIC scrip for produce.
- Verify there is a date stamped for the current month on the back of the WIC scrip.
- Redeem WIC scrip that has a date stamped on the back that is not older than the last date of the current month. If the date is in a previous month the scrip is expired and CANNOT be used.
- Accept WIC scrip for fresh, unprocessed fruits and vegetables.
- Display prices for the WIC-allowed foods.
- Direct questions or problems regarding WIC participants to your local WIC agency.
- Call the state agency at 1-800-252-9629 if you have any questions.
- Hold WIC EBT cards found for 24 hours before dropping into any U.S. mailbox.
- Post the Farmer's "WIC Accepted Here For Fresh Fruits & Vegetables" poster showing the farmer's name.
- Record on a log the total WIC dollar amount spent by each WIC customer at your booth.
- Turn in the log and WIC scrip to the market association daily to receive payment.

Don't:

- Charge WIC customers more than cash paying customers.
- Discriminate against a WIC participant because of race, color, national origin, sex, age, or disability.
- Issue rain checks or IOUs.
- Return lost cards to the WIC clinic.
- Accept WIC Scrip after the last date stamped on the back of the scrip.

FARMERS' MARKET FOODS

WIC-Allowed Farmers Market Foods

Allowed Foods: Fresh, nutritious, unprepared, unprocessed, fruits and vegetables for human consumption. Allowed foods may *not* be processed or prepared beyond their natural state except for usual harvesting and cleaning processes.

Apples	Cantaloupes	Garlic	Melons	Pumpkins	Tomatoes
Apricots	Carrots	Grapefruit	Nectarines	Radishes	Turnips
Asparagus	Cauliflower	Green onions	Okra	Persimmons	Watermelons
Beans	Celery	Greens/tops	Onions	Raspberries	Yams
Beets	Corn	Head lettuce	Oranges	Spinach	White meat potatoes
Blackberries	Cucumbers	Kohlrabi	Peaches	Squash	Cactus Pad (Nopal)
Blueberries	Dates	Leaf lettuce	Pears	Strawberries	
Broccoli	Dewberries	Leeks	Peas (shelled)	Sweet Potatoes	
Brussel sprouts	Eggplants	Lemons	Peppers	Swiss chard	
Cabbage	Figs	Limes	Plums	Table grapes	

NOT Allowed Foods

Aloe Vera	Honey	Processed foods
Baked goods	Jams	Roasted peppers
Cheese	Meat	Seafood
Cider	Nonfood items	Seeds
Decorative gourds	Nuts	Spices and herbs
Eggs	Pecans	Sugar cane
Flowers	Picante sauce	Syrup
Preserves		

Farmer ID Poster

This sign, including the farmer's name, must be prominently displayed (visible to the public) at each farmer's booth authorized to accept WIC scrip.





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