

September Outreach Morsel 2009

Connecting with WIC Vendors

Here are some quick outreach ideas for connecting with your local WIC vendor:

- Identify the authorized vendors in your area using TWIST. Share this information with your staff and let them know where to access it. It changes periodically. You can either look up specific vendors or run a report of vendors in your area. Open the Vendor Management module in TWIST for the:

Vendor Look-up Screen: Click on the Vendor menu and select Vendor Look-up. Use the selection criteria to customize your search.

Vendors By Name Report: Click on the Outputs menu, select Vendor, select Vendors By Name, select an agency and then click the “Run” icon. This report provides a complete list of vendors in your agency area.

- Call the vendors in your area and introduce yourself to the store manager. Ask how everything is going with the new WIC foods. Encourage them to contact you directly with any client problems, and remind them of the new **Vendor Answer Line** (# below). This toll-free line can be used by vendors AND local agencies for vendor-related questions about WIC foods, vouchers and vendor supplies.
- Send clients to authorized pharmacies for medical formula and foods. If you have prescribed a medical formula to a client, call the pharmacy where the client shops and make sure they are able to order it. If the pharmacy carries the medical food/formula, they are required to order and obtain formula requests within 72 hours. Providence Home Medical Equipment is another ordering option.
- Be an advocate for your client. If your client is new, has a language barrier and/or needs large quantities of an item, call the store where the client shops and talk to the manager about the client’s need. This way, the store can at least make sure the food is stocked and labeled. This will save time and frustration, plus this is great customer service!

Call the Vendor Answer Line at 1-877-807-0889

Monday – Friday, 8am to 5pm

(Available to vendors and local agency staff for vendor-related questions)