

| ID | Cat | Question | Response | New? |
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| F-10 | Food List | Will organic items be allowed? | We know that many participants prefer organic products. This is principally a cost issue for WIC. We believe that some organics products will be allowed, but not those where there is a significant cost differential to the program. For example, milk, eggs and baby food are items where the organic product cost is many times that of the conventional. For fruits and vegetables, because it's cash value benefit, organic will be allowed. Also probably for tofu and soy milk, because price differences are not significant for those products. |  |
| F-9 | Food List | Will families be forced to use store brands? We noticed this in other state APL shopping guides. | No. States usually do this (require "lowest cost product" or store brands only) as a cost containment measure; for some states, it's impose this or impose a waiting list. We don't anticipate having to implement either form of cost containment, and won't be doing this at the time of rollout. Our APL will have both national brands and store brand choices for the participants. |  |
| F-8 | Food List | How about including yoghurt on the Approved Products list in the mild category? | Yoghurt is not allowed as a milk substitute, per federal regulations. It was proposed, but rejected, when the new food package was developed. |  |
| F-7 | Food List | Why would participants choose lower price foods? | For fruits and vegetables, the benefit will still be a fixed cash value, so the lower the price, the more they can buy. For other approved foods, families will make food choices based on their own preferences within the approved foods. Some families prefer specific brands, others are used to coupon/bargain shopping (WIC allows families to take advantage of promotions such as "buy one, get one free"), and some prefer store brands for specific products due to ingredients, taste and familiarity. |  |
| P-4 | Participant | Will participants be able to shop across the river/border (NY, NH)? | Yes, once we transition away from home delivery to retail, we will authorize more retail stores (chains, in particular) across the border to provide access to the stores participants use for regular shopping, as well as maintaining local, smaller stores on the network. We expect we will be accepting applications for authorization from the Wall-Mart superstores, for example. |  |
| P-3 | Participant | What kind of support will participants have for using the EBT card? The current call center for the F&V card is not "user friendly." | The call center will be run by our new contractor, a different contractor than the current center. The current center is actually a SNAP call center, so the system is not set up as well for WIC (e.g. SNAP uses social security numbers, which WIC does not use, making it more difficult for WIC participants to identify themselves |  |

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| | | | to the call center and get help). Ours will be a dedicated WIC EBT call center, and the new contractor has a lot of experience with WIC EBT. | |
| E-12 | EBT | Can a participant use the EBT card to purchase only one item but in larger quantities? For example, if the participant only wants baby formula, can they use all the \$ on the card just for formula or will the card “know” she isn’t purchasing cereal, baby food, etc? | <p>No, it doesn’t work that way.</p> <p>Here’s where the “New” WIC EBT will be different from the current EBT program: The current card authorizes a “cash value benefit,” just like 3Squares or a debit card. It’s a flat dollar amount that can be used for any authorized fruit or vegetable. 100% for a single item, if she wants.</p> <p>The <u>new</u> VT WIC EBT program will authorize <u>specific quantities of specific foods in her food package(s)</u>. Only those foods will be eligible, and only those quantities. (Fruits and veggies will still be cash value, but everything else is specific items, specific quantities.)</p> <p>Think of it this way: The EBT card REPLACES the POD --- the EBT card is the POD where the shopper makes her choices in the store, instead of in the clinic, and uses her PIN number instead of a signature on the POD, to confirm the purchase.</p> <p>EBT card = electronic POD; PIN number = electronic signature.</p> <p>More choices, but basically, the same thing. It’s just a different form of delivery.</p> |  |