

STATE OF ALASKA

DEPT. OF HEALTH AND SOCIAL SERVICES
DIVISION OF PUBLIC ASSISTANCE

SEAN PARNELL, GOVERNOR

FAMILY NUTRITION PROGRAMS
-- JUNEAU

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Reply to: **All Local Agencies Memorandum No-10-03**

Date: August 28, 2009

TO: X-LA WIC Coordinators
X-Satellites

FROM: Kathleen Wayne
State WIC Manager

Information- X

Policy- x

Action- x

Routine (email and hard copy) - X

Urgent (fax and hard copy)-

SUBJECT: Vendor and Clinic Policy & Procedure for Lactose Free and Reduced Milk Packages

As stated in Local Agency Memo 10-02, new food packages have been added to the AKWIC system to support the need to control the high costs of Lactose Free and Reduced milk. This LA memo augments LA Memo 10-2 to allow a transition period for client to use their current warrants until 10/1/09 for Lactaid or Reduced Fat Milk.

WIC Clinics:

Please let participants know if they plan to purchase Lactose Free or Reduced milk that they need to receive a specified WIC Warrant for these items. WIC vendors will continue to accept regular warrants until October 1, 2009, thereafter vendors will inform clients that they need to return to the WIC clinic to obtain a specified warrant for Lactose Free or Reduced milk. We ask that you continue to identify and work with your participants needing this milk type to ensure that both client and vendor needs are met. See the attached poster with this information for posting in WIC clinics. . If LAs receive questions or concerns from vendors about this or related vendor issues, please ask them to send an email to WIC@alaska.gov or call Alice Albrecht at (907) 465-8630.

WIC Vendors:

If a WIC participant is at a register and wants to purchase Lactose Free or Reduced milk with a non-specified warrant(s):

1. Please politely inform them of the new policy and tell them they will need to start obtaining Lactaid or Reduced Fat Milk warrants for purchases as of 10/1/09.
2. After September 30, 2009, if a client tries to use a non-specified warrant(s) to purchase Lactose Free or Reduced Milk, please politely tell them to return to the WIC office for the correct warrant(s).

WIC clinics will work with participants to identify those with lactose intolerance to correctly assign the Lactose Free or Reduced milk warrant(s) during this transitional period. Participants are currently being informed of the new policy at the WIC clinics during regular client appointments; however, some participants may not be aware of the change. We appreciate your patience during this transitional time. During this transitional phase, vendors with rejected checks as a result of clients purchasing Lactaid or Reduced Fat Milk will be reimbursed for the additional costs. To receive the cost difference between the WIC allowable cost and the vendor's actual costs, WIC vendors will need to use the **Request Form for WIC Warrant Electronic Reimbursement Payment and submit this form for KeyBank**

