



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

DANIEL STALEY
DIRECTOR

March 16, 2017

MEMORANDUM

TO: WIC Vendors

FROM: Tysha N. Grays, Vendor Manager
Nutrition Services Branch

A handwritten signature in black ink, appearing to read "Tysha Grays", written over the "FROM:" line.

SUBJECT: **Implementation of the Electronic Benefit Transfer (EBT) System for the North Carolina WIC Program (eWIC)**

The North Carolina WIC Program is moving from a paper-based method of WIC benefit issuance to an electronic benefit transfer system (eWIC). We are pleased to announce that we will be piloting eWIC from October 4, 2017 to December 31, 2017. The pilot region includes the following counties: Bladen, Brunswick, Columbus, Duplin, New Hanover, Onslow, and Pender. After the pilot period, there are ten rollout weeks scheduled from January 22, 2018 through May 11, 2018. During this time eWIC will be rolled out to the remainder of the counties in the state. The attached map reflects the counties included in the pilot region and each subsequent rollout region. Listed below the map is an eWIC Schedule which lists dates for each rollout group including a contingency schedule, should individual rollout groups need to be shifted due to unforeseen events e.g., weather.

We would also like to announce that we have selected Solutran as our EBT processor. NC WIC has a long-standing partnership with Solutran as they have served as our fiscal intermediary for over ten (10) years providing banking and check processing functions for our Program. Solutran will contact you to discuss any follow up needed from the results of the survey you completed, obtain additional information/documents required for certification of your store, and arrange for the setup of the equipment/software needed to process eWIC transactions in North Carolina, as applicable. Vendors in each region must be certified to transact eWIC benefits several weeks prior to the rollout of that region. **It is very important that vendors work with Solutran to complete certification in a timely manner. If a vendor is not certified by the established deadline for their region, their WIC Vendor Agreement will be terminated.** In addition, if vendors are not certified during the time period designated for their region, they will not be able to obtain certification until June 2018, due to the rigorous certification schedule of the EBT processor.

WWW.NCDHHS.GOV
TEL 919-707-5800 • FAX 919-870-4818
LOCATION: 5601 SIX FORKS ROAD • RALEIGH, NC 27609
MAILING ADDRESS: 1914 MAIL SERVICE CENTER • RALEIGH, NC 27699-1914
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Until implementation is completed statewide, you may see some WIC participants with EBT cards and some with paper food instruments/cash-value vouchers. Once implementation takes place in your county you will be expected to allow WIC participants to use their EBT cards to purchase WIC-approved items **and** continue to accept paper food instruments/cash-value vouchers until they are no longer available in the state. The last food instruments/cash-value vouchers will be issued for the August to September 2018 timeframe. Vendors must deposit food instruments/cash value vouchers into the bank for payment no more than 30 days after the "Last Date To Spend" listed. Please carefully review all food instruments and cash value vouchers prior to deposit to ensure proper payment and reconciliation. All food instruments/cash value vouchers must be deposited/redeposited for payment by December 31, 2018. **After December 31, 2018, paper food instruments and cash-value vouchers will no longer be paid by the North Carolina WIC Program.**

The transition to eWIC statewide is a tremendous work effort and we recognize that this also has a significant impact on our vendors' operations. The North Carolina WIC Program is here to make the transition to eWIC as easy as possible. Should you have any questions about eWIC, please send them to the following email address: NCWICVendorQuestions@dhhs.nc.gov. We will answer your questions promptly and provide guidance for the process on the Vendor Connection webpage at <http://nutritionnc.com/wic/vendor.htm>.

Information about eWIC is also provided at the North Carolina WIC Retailer Advisory Council meetings which are conducted via conference call. The dates for the meetings are posted on the Vendor Connection web page as well.

Thank you for collaborating with us to ensure a smooth transition to eWIC.

Attachment

cc: Local WIC Directors
Mary Anne Burghardt, Nutrition Services Branch Head
Kim Lovenduski, Operations Manager, Nutrition Services Branch

