

## Indiana WIC Vendor Notice 17-5

Date: December 20, 2016

To: Indiana WIC Vendors

From: Lyndsay McConnaughey, State Vendor Manager

### **Re: Process for Filing Complaints Against eWIC Clients**

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Indiana WIC has now completed rollout of eWIC cards to all clients throughout Indiana. During the eWIC checkout process, Indiana WIC instructs vendors to limit identification (ID) verification to the PIN entered by the client to permit eWIC transactions. Vendors are not permitted to ask for any other form of ID.

However, Indiana WIC realizes that filing complaints against WIC clients is now more difficult because vendors may not have access to client names or ID numbers to provide a more detailed description for client violations. As a result, Indiana WIC has changed the process for filing complaints against WIC clients. Vendors should now email complaints to the WIC Vendor Mail inbox at [WICVendorMail@isdh.in.gov](mailto:WICVendorMail@isdh.in.gov) or mail complaint forms to the following address:

Indiana WIC Program  
Indiana State Department of Health  
2 North Meridian Street, 5th Floor  
Indianapolis, Indiana 46204

Using the eWIC receipt from the transaction, vendors should provide at least the last 4 digits of the client's eWIC card and a physical description of the client. Please use the updated Vendor Complaint Against a WIC Client Form on the Indiana WIC website at [wic.in.gov](http://wic.in.gov) under the Vendor Information tab for this purpose. Vendors may cc local agency staff on the complaint form submission, but the state office now intends to be the first point of contact for complaints against WIC clients.

Thank you for your continued support of Indiana WIC. If you have any questions about filing vendor complaints against WIC clients, please contact Indiana WIC at 800-522-0874 and ask for the Vendor Consultant in your area.