



WIC Local Agency Conference Call

WEDNESDAY, JULY 15, 2025, 8:30 - 9:30 AM

Agenda and summary notes

Agenda items:

- Welcome
- Fraud/abuse training module - Kate
- Reminder about hardware agreements-Tami
- Participation trends- Tami
- Shopping transaction data - Jessie
- Hy-Vee shopping issues – Jessie
- Medical formula reminders - Rebecca

Program updates

Fraud/abuse training module – Kate

The state office is working on a new WIC fraud and abuse prevention training course for Local Agencies (LA). We recognized a need to provide better training and awareness for WIC LA staff.

Our process:

- Reviewed similar training modules that other WIC state agencies developed.
- Adapted content from other states and combined with MN WIC policies.
- Developed a single training module for all LA staff to complete annually.
- WIC Coordinators will continue with a second part of the training that covers their role specifically.

The training covers three main areas:

- Conflict of interest.
- Separation of duties.
- Reporting suspicious activity.

We have staff from around the section contributing and reviewing the content. The training will be launched at the end of the year or early 2027.

Reminder about hardware agreements-Tami

We are in the process of transitioning ownership of hardware to local agencies. About half of agencies have completed the Hardware Ownership Acceptance REDCap form on the local agency portal. Please do this in the next two weeks. We want to post on the website a list of approved and tested hardware peripherals for agencies to purchase on their own but need to have the Hardware Ownership Acceptance form completed by all agencies before we can do this. For details about the transition see the [WIC Hardware Transition](#) memo.

Participation trends- Tami

Tami reviewed participation data from 2021 to 2026, we had a low of 95,000 in 2021 and in 2023 participation reached approximately 108,000 and then decreased. In 2025 we saw participation slowly increasing until October 2025. Now in May (last 6 months) it has decreased about 5,000. We will be looking more closely at this, including reviewing participation trends by race/ethnicity and birth rates. We will discuss this further at Advisory Group for more input. By category since October of 2023, we have seen pregnant participants decline the most and infants and breastfeeding/non pregnant participants are other participant categories trending down.

Shopping transaction data - Jessie

Jessie shared data from failed transactions in May 2026. When reviewing the data, keep in mind there were 194,871 successful transactions in May 2026, so the failed transaction attempts (9,326) represent under 5% of transactions.

Type of problem	Number of failed transactions	%	Number of households involved	% of HHs
The client entered the wrong PIN code	5733	61.47%	4094 HHs	72.55%
The client's card had insufficient funds (No benefits) to pay for WIC foods	2244	24.06%	1026 HHs	18.18%
The client was trying to use a card that had been replaced	560	6.00%	217 HHs	3.85%
The store's POS system was having a problem (various types)	374	4.01%	138 HHs	2.45%
The client entered the wrong PIN more than three times (so the card locked)	238	2.55%	92 HHs	1.63%
The client was trying to use a card but hadn't set a PIN for it yet	146	1.57%	58 HHs	1.03%
The client was trying to use a card that wasn't attached to their Household in Winnie.	20	0.21%	13 cards	0.23%
The client was trying to use a card at an unauthorized business	11	0.12%	5 HHs	0.09%
	9326		5643 HHs	

Some potential tips when working with participants:

- Remind participants to set their PIN before they leave clinic.
- Throw away any old cards.
- The card locks after a PIN is entered three times.

Hy-Vee shopping issues – Jessie

Thank you for calling the help desk regarding Hy-Vee failed transactions. In June, we started noticing more failed transactions in Hy-Vee stores. This isn't isolated to Minnesota; other states are experiencing this as well. We found the issue occurred when participants go over their benefit balance for any items outside of cash value benefit (CVB), it triggers an error causing some of the transactions to fail. On July 15, 2026, we advised local agency staff to instruct participants to stay at or under the benefit balance amount when shopping at Hy-Vee until the issue is resolved.

As of July 18, 2026, the Hy-Vee issue was resolved. WIC participants no longer need to separate out additional WIC foods over their benefit balance. If participants report further issues after this date, please call the MN Help Desk for assistance.

Medical formula reminders - Rebecca

At the May/June regional meetings, we announced a reduction in the MN WIC medical formulary. A weekly update communication [Medical Formula Updates](#) went out describing the

reason for this change, a list of formulas being removed, the timeline, agency action items and other resources. If you review the communication and have questions, please reach out to your state WIC consultant. See the [Medical Formula Changes October 2026](#) webpage for details.

Questions & answers

How long do you anticipate the new Fraud/Abuse training will take to complete?

We anticipate it will take about an hour.

If agencies need to take Fraud Waste & Abuse training for other programs, will that qualify or will the module for WIC need to also be completed.

No, the training module being developed for the WIC Program is specific to prevention within the WIC Program and so this training will be required for all LA staff.

If our LA has current state issued items, do we then buy them from the state?

No, the local agency will take over ownership once the Hardware Ownership Acceptance form is completed.

Should we recommend separate transactions for non-WIC items right now?

Not at this time. It will be best if participants don't go over their ounces allowed for items like whole grains and tuna to avoid failed transactions.

The Hy-Vee transaction issues are now resolved. (see the Hy-Vee Shopping Issues section above)

Does this bug impact both online & in-store shopping transactions.

Yes, both are impacted.

Where are the two Walmart stores not authorized in Minnesota?

Both are in the Metro area.

So, if they have a \$29 CVB and spend \$40 on F/Vs, will the transaction fail?

No. We have found the issues to be more around ounces for products like whole grains and tuna.

Any update on when Walmart will have online shopping. I have many clients asking.

We are in discussions with Walmart regarding On-line shopping. There is no defined timeline currently.

So, is this strictly Hy-Vee having these issues?

Yes, it is isolated to Hy-Vee. The issues are occurring with both online and in-store transactions.

The Hy-Vee transaction issues are now resolved. (see the Hy-Vee Shopping Issues section above)

Can you share the link for the fillable Minnesota WIC Medical Formula Request Form?

[Minnesota WIC Medical Formula Request Form](#)

Were medical providers from border states notified of the medical formula changes?

Medical providers in Minnesota were notified in mid-June. Medical providers in border states were not notified. We encourage agencies that work with physicians in bordering states to notify them with the communication template MDH WIC developed, [WIC Formula Updates for Healthcare Providers](#).

For formulas we order & issue via Direct Ship (DS) are we also required to DS in WINNIE by Sept 30?

Yes, for direct ship, everything must be completed in WINNIE by 9/30/26. There cannot be any late issuance for these formulas in October for September participation.

References – complete listing of hyperlinks

[WIC Hardware Transition](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hardware/260506memo.pdf>)

[Medical Formula Updates](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hardware/260506memo.pdf>)

[Medical Formula Changes October 2026](#)

(<https://www.health.state.mn.us/people/wic/localagency/medformchngs.html>)

[Minnesota WIC Medical Formula Request Form](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/formula/oct2026ex7d.pdf>)

[WIC Formula Updates for Healthcare Providers](#)

(<https://www.health.state.mn.us/docs/people/wic/hcp/june2026update.pdf>)

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