



DOH WIC EMAIL ADDRESSES & FORMS



Inquiries On:	About:	Email Addresses & Forms:
Breastfeeding Peer Counseling Program (BFPC)	- Budget/funding - Program policies and procedures - Technical assistance	wawiclactation@doh.wa.gov
Breast Pumps and Supply Inventory	- Restocking pumps and supplies - Concerns about an existing order - General Pump and Supply Inventory Questions - Pump Inventory and Supply Policy	wicbreastpumps@doh.wa.gov
Cascades Support	- Information and questions related to Cascades software - Cascades and Sandbox issues - SAW and Test SAW set up and issues - Card reader, signature pad and scanner issues - Transfer and foster questions - Help with DOH issued laptops - Yubikey/Security Key assistance	cascades.support@doh.wa.gov 1-800-841-1410 press 0 for Cascades Support Monday – Friday 8:00am-5:00pm (hours may vary during FMNP season)
Complaints	- Any type of complaint is received and redirected to the correct location at the WA state WIC office - Report fraud or abuse - Can be used by participants, vendors and staff	WIC Incident Report Form Online Form
Data Requests	- Request data and reports - Questions about Cascades clinic reports	wicdatarequests@doh.wa.gov
Farmers Market Nutrition Program (FMNP)	- WIC and Senior FMNP questions or concerns - FMNP Vendor and Market Training (for clinic staff training please see Training/LC below) - FMNP Vendor questions	fmnp@team@doh.wa.gov
Fiscal and Contracts	- Fiscal and billing training resources - Contract funding balance WIC Fiscal Contracts Communication Table	Wicbudgets@doh.wa.gov
Fulfillment Center	- Order WIC Cards, educational and program materials, WIC Shopping Guides, etc. - Check status of orders	Myfulfillment.wa.gov
General	Feedback and suggestions	wic@doh.wa.gov
Hematology	- Order supplies - Questions about pending orders	wichematology@doh.wa.gov
Local Program Consultants (LPC)	- Clinic support - Local agency budget, budget workbook and caseload - Requests for new IT equipment - Time studies/time keeping support - Allowable costs	Email your agency's LPC or wiclpc@doh.wa.gov



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Inquiries On:	About:	Email Addresses & Forms:
	Contract, amendment letters, Statement of Work funding, and Requests for Reallocations	
Monitoring Team	- Routine programmatic quality assurance - Questions & support about WIC monitor processes.	WICprogrammonitoring@doh.wa.gov Questions for State WIC Program Monitoring Unit
Nutrition Service Plan	Questions about annual Nutrition Service Plans	wicnsp@doh.wa.gov
Policy Support	- Policy related questions or information WIC Policy and Procedures Washington State Department of Health	wicpolicysupport@doh.wa.gov Call 1-800-841-1410 ext. 3, then 1 Monday – Friday 8:00am-5:00pm
Records Request	- Request for entire WIC record: Requires completed Request for WIC Record form - Request for records between 2018-2019: Requires completed Request for WIC Record form - Non-Custodial Parents: Requires completed Request for WIC Record form - Other WA state agencies (Release of Information is typically attached to request) - Attorney requests (Release of Information is typically attached to request)	wicinformationrequests@doh.wa.gov Link to Policy Chapter 25 Appendix Note: Only email completed Request for WIC Record form using encrypted email or fax to 360-236-3777
Staff and Clinic Changes	- Update or change clinic information (address, phone, hours, etc.) - Update Learning Center staff profiles - Share changes for fiscal and contract staff	WIC Staff and Clinic Online Form
Training/Learning Center (LC)	- Questions about Core WIC, specific clinic staff training, training resources, training funding - Local staff LC accounts, documentation of group training - Help with problems accessing course or post test in LC	wawictraining@doh.wa.gov
Vendor Management	- Questions about authorized WIC stores and locations - Point of Sale (POS) issues at store - Participants unable to purchase items at store - can also refer to WICShopper App's "I couldn't buy this!" - Complete online form if participant has concerns about treatment in stores, etc.	wicretailmanagement@doh.wa.gov WIC Incident Report Form Online Form



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Inquiries On:	About:	Email Addresses & Forms:
WIC Billing - A19 Invoices and Final WIC Expense Report	A19s, backup documentation, and WIC Expense Reports	wicbudgets@doh.wa.gov
WIC Foods	All formula and foods related questions	wawicfoods@doh.wa.gov
WIC Interest Form	Interested individuals or referring organizations can submit this form and a local WIC clinic will contact the individual	WIC Interest Form - Text "WIC" to 96859 4 messages per delivery - Message and data rates may apply - Reply HELP or STOP for assistance or opt out
WICShopper App	Shopper App questions and support	wicshopperapp@doh.wa.gov

This institution is an equal opportunity provider.

Washington WIC doesn't discriminate.

To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay)

or email wic@doh.wa.gov.