



TEXAS WIC PROGRAM
Department of State Health Services
Food Issuance and Redemption Services Unit
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(512) 341-4477 1-800-252-9629 (Texas Only)

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Formula Exchange Vouchers

Attention: All vendors in areas where WIC paper vouchers are still being issued

Recently we have become aware of some confusion among vendors regarding the acceptance of formula exchange vouchers. Until WIC electronic benefit transfer (EBT) is completely rolled out in your area, you may continue to have WIC participants present formula exchange vouchers at your store for redemption. The State expects authorized WIC vendors to continue to accept these formula exchange vouchers:

In some instances, the formula exchange voucher will authorize the return of one formula in exchange for another. In other instances, the formula exchange voucher will authorize a substitute formula without the return of another formula.

Your store should accept the formula exchange form as presented in your store. If a formula exchange voucher specifies the return of any cans of formula, then the store should complete the exchange transaction as described on the form. If the voucher does not specify the return of any cans of formula, but rather simply indicates a number of cans of formula a participant is to receive, then the store should redeem the voucher for the number of can listed on the voucher (i.e., no requirement for the physical “exchange” of old cans of formula for new cans of formula). A formula exchange voucher that does not specify the return of any cans of formula is valid and will be paid by the State through the voucher claims process.

Formula exchange vouchers will continue to be presented in your area until EBT is fully implemented when the form will no longer be used. Until that time, authorized WIC vendors must continue to honor the formula exchange vouchers when presented by WIC participants even if the voucher does not present an actual “exchange” situation. For additional information please contact 1-800-252-9629.