

Allegheny County Health Department
WIC Program
2121 Noblestown Road
Suite 210
Pittsburgh, PA 15205
www.alleghenycounty.us/wic

WIC Retail Store Contacts—Updated January 2024

Vendor Unit Personnel:

Lillian Colon, AS, CMA, CM

Community Engagement Coordinator, RSC

Phone and Voice Mail: 412-350-3824

Email: lillian.colon@alleghenycounty.us

Victoria Anderson, WIC Senior Secretary

Phone: 412-350-5773

Email: victoria.anderson@alleghenycounty.us

General ACHD WIC Questions and Documents: ACHDWICvendor@alleghenycounty.us

Resources:

Vendor Assistant Website

<https://wic.health.pa.gov/vendorassistant>

Technical Support for eWIC

1-866-407-4370 (option #2)

8:00 AM—4:30 PM Monday—Friday

WIC Vendor Help Desk

1-866-407-4370 (option #3)

8:00 AM—4:30 PM Monday—Friday

Email: wicvendorhelp@state.pa.us

eWIC Support

eWIC contacts on reverse

The WIC State Agency

Public Health Program Manager | Finance & Retail Store Management

Bureau of Women, Infants, and Children

625 Forster Street

7th floor West, Health and Welfare Building

Harrisburg, PA 17120-0701

Main Phone: 1-717-783-1289

Fax: 1-717-705-0462

Email: dhpawicvendor@pa.gov

For more State contacts, please see reverse

State Contacts

State Issues	Contact
Banking information has changed	Upload on Vendor Assistant
Adding a food item to the APL	Complete UPC form and email to pawicapl@pa.gov
Requesting FTP access	Email wicvendorhelp@state.pa.us
Forgot vendor ID	Contact your Retail Store Coordinator

Solutran Issues	Contact
Response files not received	Email ebtserices@solutran.com Or call (833) 504-4119
FTP connectivity and firewalls	
Missing APL or HCL	
Claim paid amounts	

Equipment Provider Issues	Contact
Claim files not generating	Contact your equipment provider
Picking up APL or HCL	