

Payment Disputes and Appeals

- I. Vendors will be paid for all valid WIC transactions conducted and electronically submitted to the Utah WIC Program. Transaction data is submitted in the vendor's Claim File. The e-WIC Processor/Settlement system then returns an Auto Reconciliation File (ARF) and an Auto Reconciliation Report to the Vendor as notification that Claim Files that have been returned or adjusted because of errors. The Auto Reconciliation Report identifies and indicates why any claim/transaction/item payment in the ARF was reduced or increased.
- II. An authorized vendor may dispute a claim or transaction payment that has been adjusted in an ARF. Dispute requests will be evaluated by the Utah WIC Program on a case-by-case basis.
- III. **Late Submission.** A dispute for the reduction of a Claim File due to late submission must be received within 90 days of notification of payment reduction. The notification of reduction is in the electronic Auto Reconciliation File that vendors receive once claims are processed. The vendor's dispute must provide an explanation of the event that prevented the timely submission of the Claim File and/or any system changes that caused the Claim File to be late. If the late claim submission was the result of a State-rejected error file, the vendor must include this information in the written explanation supporting its dispute.
- IV. **Malformed Claims and Transactions.** A dispute for the submission of a malformed claim must be received within 90 days of notification of payment reduction. A malformed transaction is a transaction received by the Utah WIC Program that is incorrect or incomplete, either prior to or during insertion into the claim file. The vendor must provide an explanation of the event that caused the malformed submission of the claim file or individual transactions. If the vendor received an error file from the Utah WIC Program as a result of a malformed claim, the vendor must include this information in the written explanation supporting its dispute.
- V. **Invalid Electronic Signature.** A dispute for the submission of an invalid electronic signature error must be received within 90 days of notification of payment reduction. Errors related to electronic signatures on individual transactions within a Claim File may be caused by many factors and may require considerable investigation and assessment by the vendor, ECR provider, and the Utah WIC Program. To dispute all or any part of a claim reduced because of invalid electronic signatures, a vendor must provide evidence that clearly demonstrates the reduced transactions were valid WIC transactions at the store. The vendor must provide evidence from the transaction log and/or electronic receipt copies that shows proof of the card being present in the lane and that WIC-eligible items were purchased and

decremented from the card. The evidence must provide the PAN, date/time, lane number, UPC's purchased, and category/subcategory information.

VI. **Other Transaction Errors.** A dispute for the submission of any other transaction errors must be received within 90 days of notification of payment reduction or the transaction date itself. These transaction errors may require considerable investigation and assessment by the vendor, ECR provider, and the Utah WIC Program. The vendor must provide evidence from the transaction log and/or electronic receipt copies that shows proof of the card being present in the lane and that WIC-eligible items were purchased and decremented from the card. The evidence must provide the PAN, date/time, lane number, UPCs purchased and category/subcategory information.

- a. If the total value of transactions/claims disputed at one time exceeds \$500, the Utah WIC Program must obtain approval from the FNS Regional Office before executing payment (as required by 7 CFR 246.12(k)(5)).
- b. If the vendor's dispute is denied, the vendor will receive written notification explaining the reason for the denial.
- c. If there is a question/concern regarding a WIC transaction, contact the Utah WIC Vendor Coordinator.

VII. **Payment Appeals.** If the vendor's dispute is denied and they wish to appeal the denial, the vendor must submit a written appeal to the Utah WIC Program at the following address:

Utah WIC Program
Attn: Vendor Coordinator
PO Box 141013
Salt Lake City, UT 84131-9824

- a. If the total value of transactions/claims submitted for appeal at one time exceeds \$500, the Utah WIC Program must obtain approval of the FNS Regional Office before executing payment.
- b. If a vendor fails to notify the Utah WIC Program in advance of hardware and/or software changes that result in a late or malformed claim/transaction submission, the vendor will have to appeal the claim or transaction that was reduced. Appeals are evaluated on a case-by-case basis.