

Account Balance Corrections and Vendor Payment Adjustments

- I. Account Balance Corrections (ABCs) may be completed in Vision to adjust the current benefits on a participant family's account to the correct amount of food items owed to the participant.
 - a. Only state WIC staff have access to complete ABCs.
 - b. ABCs may be completed for the following reasons:
 - i. If the correct food package will not issue in Vision,
 - ii. If amounts need to be adjusted or corrected,
 - iii. If there were transaction errors at the store,
 - iv. Any other reason determined necessary by WIC state staff.
 - v. Operations staff should consult with nutrition team staff as needed.
 - c. State staff must determine if an ABC is needed by reviewing records in Vision and WIC Direct.
 - d. Notify local WIC staff that:
 - i. Future issuance should be done prior to the ABC.
 - ii. Any other reissuance done in the current month will overwrite the ABC.
 - iii. Any corrections needed in the current month after the ABC has been done will need to be completed by state staff.
 - e. To ensure accuracy and avoid a conflict of interest, all ABCs are done with the participation of two WIC staff, either one local staff and one state staff or two state staff.
 - i. State staff should ask local staff to verify the accuracy of the ABC in the Benefit Inquiry screen.
 - ii. State staff should ask local staff to encourage participants to review the updated benefits in the WICShopper app.
 - iii. When correcting an issue after an over redemption, a second state staff should review the corrections made within one week.
 - f. Corrections to participant family's account should be made within the same month that the issue occurred whenever possible. To provide good customer service, all research and corrections should be made within 3 business days or by the last day of the month whichever is sooner.
- II. Vendor payment adjustments are needed on an occasional basis to ensure fair payment to vendors and avoid underpayments, overpayments, and duplicate payments.
 - a. Vendor payment adjustments may be made for the following reasons:

- i. If a participant leaves the store with WIC purchases and the store does not receive payment,
 - ii. To correct a duplicate payment,
 - iii. Disputes on Not To Exceed (NTE) levels
 - iv. Any other reason determined necessary by WIC management.
- b. If a participant's account was decremented and the participant was not allowed to leave the store with their WIC foods, the store can be asked to provide the food items to the participant with no additional charges.
 - i. The state vendor manager or designee researches the transaction and any available evidence to determine if the participant is owed any food.
 - ii. The state vendor manager or designee contacts the store management staff to make this request.
 - iii. The state staff then works with the local vendor coordinator or clinic manager to communicate this with the participant as needed.
 - iv. If the store was paid for the food by WIC, but is not willing or is unable to provide the food to the participant, the store's payment may be adjusted and an ABC issued to the participant to shop again.
 - v. The participant should be notified of the resolution within 3 business days of notification of the incident.
- c. When a vendor payment adjustment is needed, two state staff must be in agreement and involved in the correction to ensure accuracy and avoid a conflict of interest.
- d. Adjustments are handled through the EBT host processor.
 - i. The state vendor manager initiates the adjustment.
 - ii. A 2nd state staff approves the adjustment request in the host processor system.
 - iii. All adjustment history can be reviewed in WIC Direct.

III. Review of Over-Redemption Report

- a. The VISION EBT Over Redemption report is run when alerts are received in VISION.
- b. The data on the report is compared to WIC Direct and the VISION Audit Trail.
- c. ABCs are completed when needed to adjust the account balance.
- d. A member of the operations team then reviews the report and the corrections within one week.