

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 to the EBT host processor through the Third Party Processor.
- II. An authorized vendor may dispute a claim or transaction payment that has been adjusted. Dispute requests will be evaluated by the Utah WIC Program on a case-by-case basis.
- III. **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.