

Vendor Payment Reconciliation

- I. Vendors are responsible to submit claims for payment directly to Utah WIC's host processor, via a secure file transfer portal, within 48 hours of the transaction date and time.
- II. Claims received outside of 60 days of the transaction date and time will not be paid.
- III. Vendors are responsible to reconcile payments received from Utah WIC's host processor with daily in store transaction logs.
- IV. Vendor disputes on payments received should be addressed with Utah WIC within 45 days of the transaction.

State Agency Claim to Payment Reconciliation

- I. The state agency is not responsible for verifying daily payments to vendors, or reconciling store transactions.
- II. The state agency will maintain a claim file monitoring log to ensure claims submitted for payment represent transactions of active WIC participants.
- III. The claim file monitoring log will reflect a monthly, random sampling of 30 transactions submitted for payment. The claim file monitoring log shall include the following elements:
 - A. Review Date
 - B. Vendor ID
 - C. Claim File Name
 - D. Record Sequence (transaction number)
 - E. Participant Account Number (PAN)
 - F. Transaction Date
 - G. Claim Amount
 - H. Paid Amount
 - I. Adjusted Amount (if any)
 - J. Transaction Verification in the MIS (VISION)
 - K. Notes on any adjustments or discrepancies in claim or payment amounts

- IV. The state agency is responsible for completing monthly claim file reviews and maintaining the claim file monitoring log.

ACH Payment Validation

- I. The state agency will follow federal WIC Operating Guidelines and WIC Technical Implementation Requirements by contracting with an experienced EBT host processor for claims processing and ACH payment distribution.
- II. The state agency will respond to payment disputes as needed and requested by vendors.