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. Participant Account Number (PAN)

    d. Transaction Date

    e. Claim Amount

    f. Paid Amount

    g. Adjusted Amount (if any)

    h. Transaction Verification in the MIS (VISION)

     i.   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.

III.   Vendor payment adjustments are needed on an occasional basis to ensure fair payment to vendors and avoid underpayments, overpayments, and duplicate payments.