

Vendor Payment Reconciliation

- I. Vendors are responsible to submit daily claims for payment to the state agency's EBT host processor through the vendor's WIC certified third party processor.~~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~~the state agency'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.