



October 30, 2020

## Vendor News Flash

### **Policy Revisions/Summary of Changes for WV: 03.0, 05. 0, & 08.0**

Texas WIC has revised the following vendor policies effective on November 1, 2020:

- [WV: 03.0 - Participant Access Determination](#)
- [WV: 05.0 - WIC Electronic Benefit Transfer \(EBT\) Dispute Resolution](#)
- [WV: 08.0 - Vendor Training](#)

Please see the *Summary of Changes* for each policy below.

#### **WV: 03.0 - Participant Access Determination**

New Policy Effective Date: November 1, 2020

Previous Policy Effective Date: April 1, 2015

<b>Section</b>	<b>Revisions</b>
<b>Purpose</b>	Updated and added vendor authorization as it relates to participant access.
<b>Authority</b>	No changes
<b>Policy</b>	Explained when participant access is evaluated by Texas WIC.
<b>Procedure</b>	<ul style="list-style-type: none"> <li>• Renumbered and reorganized sections.</li> <li>• More clearly defined inadequate participant access criteria.</li> <li>• Added Selection Criteria Chart as it relates to Federal requirements during authorization and reauthorization.</li> <li>• More clearly explained how inadequate participant access impacts an impending vendor disqualification for state and Federal violations.</li> </ul>

This institution is an equal opportunity provider.



**WV: 05.0 - WIC Electronic Benefit Transfer (EBT) Dispute Resolution**

New Policy Effective Date: November 1, 2020

Previous Policy Effective Date: October 1, 2019

Section	Revisions
<b>Purpose</b>	Clarified using plain language.
<b>Authority</b>	Updated to include WIC EBT Operating Rules September 2014
<b>Policy</b>	<ul style="list-style-type: none"> <li>• Renumbered and reorganized sections.</li> <li>• More clearly defined key terms and processes.</li> </ul>
<b>Procedure</b>	<ul style="list-style-type: none"> <li>• Renumbered and reorganized sections.</li> <li>• Added "Procedure" as a section header to clarify the dispute resolution procedure from start to finish.</li> <li>• Added dispute submission guidelines.</li> <li>• More clearly defined:               <ul style="list-style-type: none"> <li>- eligible and ineligible disputes</li> <li>- dispute email content</li> <li>- required dispute documentation</li> </ul> </li> <li>• Disputes must be submitted by email.</li> <li>• Vendors will receive notification should changes to Federal/State regulations occur.</li> </ul>

**WV: 08.0 - Vendor Training Policy**

New Policy Effective Date: November 1, 2020

Previous Policy Effective Date: November 1, 2016

Section	Revisions
<b>Purpose</b>	Updated
<b>Authority</b>	No changes
<b>Policy</b>	Further explained authorization, reauthorization, annual, and staff training requirements. Explained how the training requirement relates to vendor selection criteria.

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<b>Procedure</b>	<p><b>Added Section I. Types of Training</b></p> <p>More clearly defined types:</p> <ul style="list-style-type: none"><li>• State Agency-Approved Interactive Training</li><li>• State Agency-Approved Annual Online On Demand Training</li></ul> <p><b>Added Section II. Training Requirements</b></p> <ul style="list-style-type: none"><li>• Provided training scenarios</li><li>• Added <i>Vendor Training Compliance Timeline</i> over three-year contract period</li><li>• Explained training by vendors to their staff</li></ul> <p><b>Added Section III. Vendor Training Violations/Sanction Schedule</b></p> <ul style="list-style-type: none"><li>• Explained sanction process related to an authorized vendor outlet failing to have a representative complete annual required online on demand training.</li></ul> <p><b>Added Section IV. Supplemental Vendor Resources</b></p> <ul style="list-style-type: none"><li>• Supplemental vendor resources do not apply toward training requirements.</li><li>• WIC Vendor Online Training Catalog: <a href="https://tinyurl.com/y5w32yo6">https://tinyurl.com/y5w32yo6</a></li></ul>
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Texas WIC is ready to assist our vendor partners. Should you have any questions regarding this Vendor News Flash, please contact the Vendor Management Unit's Vendor Outreach Branch at [WICVendorRelations@hsc.state.tx.us](mailto:WICVendorRelations@hsc.state.tx.us) or 1-800-252-9629. Find more WIC vendor resources on our website at [bit.ly/TexasWICVendors](http://bit.ly/TexasWICVendors).