



October 1, 2019

Vendor News Flash

WV:5.0 Policy Revision Vendor Claim Dispute Resolution Process

Effective October 1, 2019, state policy WV:5.0 (*Disputes Related to the Late Submission of WIC EBT Transactions and/or Submission of Malformed Transactions*) contains the following revision:

1. Section IV. Disputes related to submission of late claims
2. Section V. Disputes related to submission of malformed claims:

Revision applies to Subsection A in both Section IV and V:

Previous Subsection A: *A request for dispute resolution must be received by the state agency (SA) within 45 days from the transaction date or 30 calendar days of the date the vendor is notified of the claim's reduction in the electronic Auto Reconciliation File (ARF), whichever is sooner.*

Revised Subsection A: ***A request for dispute resolution must be received by the state agency (SA) within 60 days from the transaction date.***

Vendor Management Operations (VMO) policies are posted online at <https://hhs.texas.gov/doing-business-hhs/provider-portals/wic-providers/wic-policy-procedures-manual> under the section title *WV-Vendor Operations*.

If you have any questions about the policy revision, please contact VMO's EBT Operations Branch at WICEBTSupport@hpsc.state.tx.us. General questions may be directed to WICVendorInfo@hpsc.state.tx.us.