



December 27, 2024

## **Vendor News Flash**

### **Vendor Payment System Temporarily Closing**

Texas WIC vendor payment systems will be temporarily closing to facilitate a major system upgrade. Health and Human Services (HHS) will temporarily suspend the payment of WIC claims during this upgrade.

Last Claim file processed on <b>Monday, December 30, 2024</b>
Claim file processing resumes on <b>Monday, January 6, 2025</b>
Claim payments resume on <b>Thursday, January 9, 2025</b>

NOTE: EBT Claims received after the cut-off date of December 30, 2024, will be processed through normal edits and placed into a ready-to-be-paid status. However, such claims cannot be transmitted to the State Comptroller's Office for payment until **January 6, 2025**.

Texas WIC intends to process vendor claims as quickly as possible, and the WIC Vendor Agreement allows up to 60 days after receipt of timely submitted claims to reimburse vendors. We apologize for this impending delay.

If you have questions, please contact the Vendor Management & Operations Unit's EBT Operations Branch at [wicebtvendorredemptions@hhs.texas.gov](mailto:wicebtvendorredemptions@hhs.texas.gov) or 800-252-9629.

Find more WIC vendor resources on our [website](#).