



TEXAS WIC PROGRAM
Department of State Health Services
Food Issuance and Redemption Services Unit - MC 4554
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IMPLEMENTATION OF NEW WIC FOOD PACKAGES
EBT CLAIMS APPEAL PROCEDURE WAIVER

Due to system changes related to the new WIC food package and systems requirements by all EBT software/system providers and vendors' internal IT shops, errors should be expected even though each system was re-certified.

In recognition that changes to the WIC food package implemented October 1, 2009 is the single largest change in the food authorized by the WIC Program in over 30-years and also the single largest change to the Texas EBT system since it commenced pilot in July 2004, the program will temporarily relax its vendor claims appeals procedure for the following period:

1. September 2009-During this period EBT system providers and vendors' internal Information Technology (IT) shops were implementing software modifications to meet published requirements/changes deadlines associated with implementation of the new food package.
2. October through December 2009-During this period, many vendors may have malformed claims due to system changes to EBT software. System abnormalities may not show up until the second or third month of operation of the new food package.

During the four month period outlined above, the FIRS Unit will accept vendors' written explanation of the unusual circumstances that caused the reductions to their claims and process payment for their claims as an Account Level Adjustment.

1. Per §246.12(k)(5), if the total value of transactions/claims submitted for appeal at one time exceeds \$500.00, the state agency must obtain approval of the FNS Regional Office before approving payment.
2. During the 4-month claims appeals waiver procedure, vendor outlets may submit multiple appeals and will not be held to the 1 claim limitation each 12-month period. None of the appeals during the 4-month period will be counted toward the 12-month rule.
3. Appeals for late claims submission are included in the 4-month alternative procedure from normal claims appeals procedures if the vendor indicates the claims were submitted late as a result of system changes made during the changes to software attributable to the new food package.