



**TEXAS WIC PROGRAM**  
**Department of State Health Services**  
**Food Issuance and Redemption Services Unit - MC 4554**  
P.O. Box 149347  
Austin, TX 78714-9347  
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## **New Vendor Claim Disputes Policy**

The WIC State Agency is implementing a revised State Policy WV:05.0 related to the process retailer's must follow to dispute the State's reduction or non-payment of a transaction/claim submitted by the vendor. The opportunity to dispute the reduction of a transaction/claim under State Policy WV:05.0, Disputes Related to the Late Submission of WIC EBT Transactions and/or Submission of Malformed Transactions, has been expanded to include not only situations involving the late submission of a claim, but procedures have been added to include the dispute of transactions/claims reduced or not paid due to the transaction/claim file being malformed when received by the State.

While the new policy provides the ability to dispute reductions due to the transaction/claim being malformed, a transaction cannot be disputed due to a missing or bad electronic signature. Per USDA decision, effective June 1, 2010, there is no dispute process for transactions reduced/not paid due to bad or missing electronic signatures. There is also no dispute process for claims that are not received electronically by the State.

The new policy can be viewed at:

<http://www.dshs.state.tx.us/wichd/vo/policy.shtm>

If you have any questions, please contact John Brewer via the WIC Vendor Hotline: **1-800-252-8629**.