

WIC Program Claims Procedures

Problem with voucher:	What will happen?	What can you do?
Vendor stamp is not stamped on the voucher	The voucher will be rejected by the WIC Program's bank	If you stamp and redeposit the voucher within 90 days of the First Day to Use date listed on the voucher, it will be paid. If you do not, we will not be able to pay for the voucher.
Vendor stamp is not legible	The voucher will be rejected by the WIC Program's bank	If you re-stamp and redeposit the voucher within 90 days of the First Day to Use date on the voucher, it will be paid. If you do not, we will not be able to pay for the voucher.
Voucher is not signed by the WIC customer	The voucher will be rejected by the WIC Program's bank and cannot be re-deposited.	<p>If you identify the missing signature before depositing the voucher, you may contact the local agency that issued the voucher, and ask them to contact the WIC customer to see if they will return to your store to sign the voucher.</p> <p>If a rejected voucher lists formula, you may send it to the WIC Program. We may be able to imprint a special "override" stamp which will allow you to redeposit the voucher.</p> <p>Please note that you can never contact a WIC customer directly, and cannot ask a WIC customer to pay your store back for any voucher which has not been paid.</p>
Voucher was used before the First Day to Use date or after the Last Day to Use date listed on the voucher	This voucher may be rejected by the WIC Program's bank	We will not be able to reimburse you for this voucher.
Fruit/Vegetable voucher price was higher than the maximum price listed on the voucher	The voucher will be rejected by the WIC Program's bank	If you cross a line through the price, and write a price that is the maximum price or less, and redeposit the voucher within 90 days of the First Day to Use date, it will be paid.
Food or formula voucher price is higher than the maximum price allowed for the listed items.	The voucher is paid, but the WIC Program will send a letter notifying you the voucher was overpaid	You must respond within 30 days of the date of the WIC Program's letter either (1) repaying the WIC Program for the amount by which the voucher was overpaid or (2) providing justification as to why the voucher is not overpaid.
A price was not entered on the voucher	The voucher will be rejected by the store's bank or the WIC Program's bank and cannot be re-deposited	We will not be able to reimburse you for this voucher.
Voucher contains an alteration of the First Day to Use, Last Day to Use or food prescription	This voucher will be rejected by the WIC Program's bank and cannot be re-deposited	Federal regulations generally prohibit us from reimbursing you for the voucher. However, you may send the voucher to the WIC Program for consideration of payment if the WIC customer made the alteration.
Voucher is initially deposited more than 60 days after the First Day to Use date	This voucher will be rejected by the WIC Program's bank and cannot be re-deposited	We will not be able to reimburse you for this voucher.
Any other vouchers rejected	---	Contact the WIC Vendor unit for further assistance.

Please remember that you can never ask a WIC customer to pay your store back for any voucher which has not been or will not be paid. Contact us at 651/201-4417 if you have any questions or need further assistance.