



Georgia Department of Public Health

Return Food Instrument Payment Procedures

Presentation to: Vendor Advisory Forum

Presented by: Victoria Bernhardt

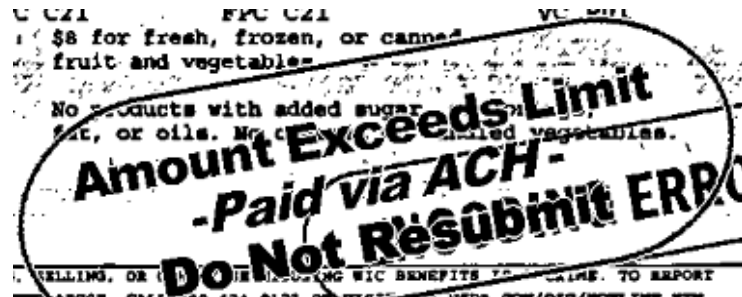
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We Protect Lives.

Amounts Exceeds Limit – Paid via ACH – Do Not Resubmit

- Price on food instrument exceeds maximum allowable price for the food instrument
- Paid via Automatic Clearing House (ACH) at average redeemed price for that food instrument code for the vendor's peer group



Can Resubmit Food Instrument if Stamped with:

1. **Missing/Unreadable Vendor Stamp** – the vendor stamp is missing or unreadable by the bank's equipment

2. **Encoding Error** – the bank has scanned the check for a different amount than written on the check. Please verify your bank statement – your bank may have encoded the check incorrectly

Action to Take

- Correct the error and resubmit to your bank of deposit.
- You have 45 days to resubmit to the bank before it will be considered stale/unredeemable

Food Instruments Stamped Any of the Following Will Not be Paid

1. Stale date – the food instrument was redeemed after the “LAST DATE TO USE” or deposited more than 60 days after the “FIRST DAY TO USE” date
2. Post date – the food instrument was redeemed before the “FIRST DAY TO USE”
3. Altered – the food instrument was altered
4. Signature missing – the participant did not sign the food instrument/voucher

Technical Assistance Request

- If a redeposit is unsuccessful or you require further review of the rejected food instrument
 - Send an email requesting technical assistance to the Office of Vendor Management:

wic-vendor.relations@dph.ga.gov

- In the email, explain why the food instrument was returned and requires a review for payment consideration
- DO NOT send actual food instruments – they will be returned to you.

Questions?

