
Financial Considerations: Reimbursement Levels

Effective Date: June 1, 2014

Supersedes: January 1, 2011

These guidelines define some common questions that authorized retailers have about how eWIC food benefits are paid by the State WIC Office.

I. Not-to-Exceed Price

- A. Authorized retailers are reimbursed for WIC-approved foods purchased by eWIC cardholders. A reasonable price is determined based on the food item's category, subcategory, or Universal Product Code (UPC). A maximum, Not-to-Exceed (NTE) price is calculated based upon previous eWIC food benefit redemptions per category, subcategory, or UPC for the store's assigned peer group.
- B. Authorized retailers connect to a centralized database which identifies authorized food items and their NTE reimbursement levels.
- C. Authorized retailers should contact the Xerox eWIC Retailer Help Desk if they have questions about the NTE reimbursement level set for their store's assigned peer group. It is important to have available UPC information for the WIC-approved food item in question.
- D. Authorized retailers whose prices are higher than established NTE prices will only be paid up to NTE reimbursement levels. A request for reconsideration of NTE reimbursement levels must be documented by the Xerox eWIC Retailer Help Desk, which confers with the State WIC Office for administrative guidance.
- E. Authorized retailers whose prices are lower than established NTE prices will be paid the full amount.
- F. The eWIC Processor recalculates NTE reimbursement levels at least twice monthly or as deemed necessary by the State WIC Office.
- G. Authorized retailers using stand-beside devices to process eWIC transactions can identify the NTE reimbursement level by reviewing settlement and reconciliation reports produced daily by the eWIC Processor.

II. Cash Value Benefits

- A. A maximum dollar amount is established for fresh, frozen, and canned fruits and vegetables purchased using the eWIC benefit card. No NTE reimbursement level exists for these benefits.

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III. Payment Adjustments

- A. Payment adjustment requests must be submitted in writing to the State WIC Office within 30 calendar days of the original transaction date. The retailer should include an explanation of the error as well as the corrective action taken to prevent future occurrences.

References:

- Retailer Agreement
- Xerox eWIC Retailer Manual