



State of Louisiana
Louisiana Department of Health
Office of Public Health

December 23, 2019

TO: Louisiana WIC Vendors
FROM: Natalie Istre, Vendor Manager
RE: **WIC EBT Transaction Dispute Form/Request for Reimbursement**

Dear LA WIC Vendor:

Using the attached form, Louisiana WIC vendors may dispute the payment for EBT transactions resulting from late submissions of WIC EBT transaction batch files and for WIC EBT transaction batch files that contained errors or incomplete information (failed claims), provided the vendor can supply proof there was an error in the payment processing. To be considered, the completed EBT Transaction Dispute Form along with all supporting evidence must be received by LA WIC within 60 days of the date of the transaction(s) that are included in the dispute.

However, LA WIC will allow vendors to dispute EBT transactions for claims falling outside of the 60-day window as long as the completed EBT Transaction Dispute Form along with all supporting evidence is received by LA WIC on or before January 23, 2020.

Note that LA WIC will not consider disputes for payments of transactions that lack an electronic record or that LA WIC adjusted due to being over the allowable amount. Additionally, disputes in the amount of \$500 or more require approval from the United States Department of Agriculture (USDA) before payment can be authorized.

If you have questions after reviewing this correspondence, please contact us at 504-568-8229 or LAWICVendor@la.gov.

Sincerely,

LA WIC Vendor Management Unit

Louisiana Dept. of Health
Office of Public Health
Bureau of Nutrition Services
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
Vendor Management Unit
(504) 568-8229
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