

<p style="text-align: center;">Texas WIC Program Department of State Health Services</p>
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Effective October 1, 2004

Policy No. WV:04.0

Reimbursement Claims by Vendor for Instruments Lost in Transit

Purpose

To provide a method of payment for claims properly mailed to the state agency (SA) but become lost through no fault of the vendor.

Authority

Vendor Agreement

Policy

Vendor claims, with supporting food instruments, lost in transit to the SA may be paid by the SA if documentation of the loss can be provided.

Procedures

I. Refer all inquiries by vendor for claims lost in transit to the SA:

Department of State Health Services
WIC Services
Food Issuance and Redemption Services Unit
1100 West 49th Street
Austin, Texas 78756
1-800-252-9629

II. The SA shall require the following documentation as proof of loss:

- A. letter of explanation;
- B. a photo copy of the missing State of Texas claim form;
- C. a postal receipt showing the date the package was mailed; or
- D. in lieu of B. above, sworn affidavits of the vendor and/or its employees shall be required.

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- III. Upon receipt of the above, and after the SA has determined that the reimbursement amount is correct, that no fraud is intended, and that negligence on the part of the vendor was not a contributing factor in the loss, the SA may initiate payment. Claims of \$500.00 or less shall require a state approval letter before payment is made; claims exceeding \$500.00 shall require United States Department of Agriculture approval before payment is made.