
450.15**Vendor Management****Overview**

Vendor regulations

Authorized vendors must comply with the provisions of the Iowa Administrative Code. See Policy 398.15 for a copy of 641 IAC 73.

Vendor agreement

The vendor agreement communicates the provisions of the IAC and possible sanctions to the vendors. A copy of the agreement to be signed by a representative of the vendor and by the Iowa WIC Program can be found following this policy.

Vendor reimbursement

Transactions will be either processed through FIS Government Solutions or a Third Party Processor (TPP). Vendors will have a contract with either FIS or a TPP. The Department will not be a party of the lease agreement.

A vendor will receive payment within 48 hours only if the food instrument is properly completed. A food instrument will not be honored by the state's bank if:

- The maximum amount allowed is exceeded,
- The transaction is manipulated,
- Is used by a State agency outside of Iowa

The vendor has the responsibility to review the claims processing results that returns from the eWIC processor.

- If a food instrument has been rejected by the state's bank, the vendor will need to call the Vendor IVR line.
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Vendor monitoring

All WIC vendors are subject to on-site monitoring by the state WIC office and/or local agency staff. See Policy 450.20 for more information about vendor monitoring.

Vendor correspondence

The state WIC office handles all correspondence with vendors concerning program changes and program violations and maintains contact with industry groups and the corporate offices of major vendor chains operating in Iowa.

Local agency responsibilities

The following are responsibilities of the local WIC vendor coordinator:

- Contact participants as needed to resolve issues between vendors and participants,
 - Assist the state WIC office with monitoring, education buys, and providing information to vendors,
 - Inform the state WIC office of any changes regarding the open/close status of existing vendors in their service delivery area, and
 - Inform the state WIC office of any persistent issues that may exist between the vendor community and the WIC participant.
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