
450.50

Reconciliation

Food Instrument Issuance

Introduction The food delivery system in Iowa uses food instruments (eWIC cards) that are provided by the local WIC agency and reconciled by the state's data system. Local agencies may issue up to three months of benefits (including a Cash Value Benefit) for each participant in the household. Benefits for each participant in the household are aggregated. One eWIC card is provided per household. If the family contains foster children, each foster child will receive their own eWIC card. See Policies 225.20 and 225.50 for information on food instruments and food instrument issuance procedures.

Assigning Primary Account Number (PAN) The Primary Account Number (PAN) found on the eWIC card is assigned to a family before benefits are issued to the card.

Issuing benefits The local agency CPA tailors each package individually using the model food packages in the data system. The data system verifies each participant's food package and will not issue benefits if foods are not allowed per participant type or if the quantity of an item exceeds the allowable maximum. Participants sign, using the electronic signature pad, to verify that they have received the benefits issued to them.

Food Instrument Processing

Food instrument data

The benefits issued to the eWIC card can be viewed using the MIS system and can be immediately seen through the eWIC host data system.

Estimated food instrument values

The food table stored in the mainframe data system contains an estimated value for each food product. These estimates, which are updated quarterly, are an average of current prices submitted by vendors. The computer uses this table to calculate the estimated value of the benefits on the food instrument.

Food instrument processing

Benefits not used by the end of the month will not be available for the participant to use.

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 call their Third Party Processor (TPP).

Deobligation

The reconciliation program deobligates:

- Redeemed food instruments,
 - Deactivated and unclaimed food instruments,
 - The difference between each food instrument's estimated value and the actual redeemed cost.
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Food Instrument Processing, Continued

Reconciliation reports

The system generates monthly reconciliation reports showing:

- Total redemptions for the month (broken down by month of issue),
 - Net outstanding obligations and
 - Total participants receiving food instruments for the month.
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