

Vendor Voucher Replacement (Screen 55)

The purpose of Vendor Voucher Replacement (screen 55, HSA550A) is to replace food instruments and CVVs that have been transacted and then returned to the WIC vendor unpaid by the WIC banking vendor. The WIC vendor brings or mails these food instruments and CVVs back to the local agency requesting replacements. Some reasons may include:

- Food instruments and CVVs which have been mutilated or defaced in any way
- Food instruments and CVVs which were rejected by the bank due to a MICR toner problem
- Food instruments and CVVs that do not have the correct banking information

Food instruments and CVVs which are 180 days past issue date or damaged must be replaced for the vendor to deposit. Food instruments and CVVs 180 days past issue date may require state office replacement approval or may not be replaceable. Food instruments and CVVs that do not meet the WIC banking vendor's edit criteria will be rejected.

When a WIC vendor receives returned food instruments and CVVs from the bank, or he/she discovers that a food instrument or CVV cannot be deposited for some reason, he/she contacts the local WIC agency and returns the food instrument or CVV to be replaced by another valid food instrument or CVV number. Sometimes the State Vendor Unit receives a food instrument or CVV from the bank due to an error in processing. The Vendor Unit will contact the local agency to investigate the problem.

HSA005A 12/12/07	NORTH CAROLINA HEALTH SERVICES INFORMATION SYSTEM APPLICATION SELECTION MENU	SCCA 07501
NEXT RECORD: COUNTY: 085	SCREEN: 55	ID: DATE: ACTION: A
MESSAGE: 103 PF8 TO BROWSE FORWARD, PF7 TO BROWSE BACKWARD		
00. ALPHA NAME SEARCH	53. WIC STATE FUNDED ISSUANCE	
01. PATIENT MASTER	54. BLOOD LEAD LEVEL INQUIRY	
02. PATIENT FINANCIAL	55. VENDOR VOUCHER REPLACEMENT	
03. PATIENT INSURANCE	61. SETUP STATE PROVIDER	
04. PATIENT ADDRESSES	63. SETUP SERVICE GROUP	
14. INSURANCE/CONTRACTS	64. SETUP CPT RATES	
18. APPOINTMENT FUNCTIONS	87. VIEW NOTIFICATION MESSAGE	
19. REPORTS PROCESSING	95. MEDICAID ELIGIBILITY INQUIRY	
20. WIC CERTIFICATION		
21. WIC ISSUANCE/NUTRI. EDU.		
22. WIC MESSAGES AND COMMENTS		
23. WIC NOTICE HISTORY		
24. WIC SUMMARY PAGE PRINT		
25. WIC HISTORY		
26. WIC SPECIAL SITE MENU		
28. FORMS ALIGNMENT		
51. WIC STATISTICAL REPORTS		
52. FARMERS MARKET ISSUANCE		

Accessing Vendor Voucher (Food Instrument) Replacement Screen

To access the Vendor Voucher Replacement (Voucher Inquiry) screen (HSA550A), on the fastpath line of the Application Selection Menu, enter the following:

- Screen: = 55
- ID:
 - ▶ Clear the ID field before typing the food instrument or CVV number. To do that:
 - Press the space bar or delete key 9 times.

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- ▶ Type the 8 or 9-digit food instrument/CVV number (some food instruments or CVVs may require an A, B, or C after the normal voucher number).
- ▶ The food instrument or CVV number will not be displayed on the fastpath line, but the system will recognize the number after it has been entered into the ID field.
- Date: = blank.
- Action code: = A (Add).
- Press the **ENTER** key.

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HSA550A                NORTH CAROLINA HSIS - WIC SYSTEM
                        VOUCHER INQUIRY

SCCA
NEXT RECORD: COUNTY: 096  SCREEN: 55  ID: 19176094  DATE:          ACTION: A
MESSAGE 432 ENTER VENDOR PEER GROUP, OK TO PRINT & PRESS ENTER, OR PF2 TO EXIT

NAME: MUFFET, MRS          PGM/SITE: 04801  WIC ID: MM1234
FI'S FOR ISS DATE MM/DD/YY  PEER GROUP = OK TO PRINT? - PAY EXACTLY _____ . ____
ITEM                        CVV      TOTAL
19176094  A                MILK - GALLON          02          02
                                EGGS - DOZEN           01          01
                                CEREAL - OUNCES       36          36
                                JUICE                  01          01
                                BREAD/TORTILLA/RICE   01          01
                                BEANS                   01          01
                                PEANUT BUTTER         01          01

NEXT AVAILABLE VOUCHER NUMBER 19176133
PRINTER ID: NDFP201E
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Vendor Replacements

- Peer Group: Type in the appropriate one-digit number for the WIC vendor's assigned peer group (Refer to the NC WIC Vendor Manual for additional peer group information.)
- Ok to Print: **STOP!!**
 - ▶ Refer to the information Verify Vendor Replacement Vouchers **BEFORE** typing the letter Y for Yes
- Pay Exactly: Using only numerical digits enter the appropriate Pay Exactly Amount. Example, for \$32.00 type 0032.00
- Press the **ENTER** key.
- When successful, the screen displays the message: Processing Completed, Enter New Selection or PF2 to Return.

 User Note

Any food instrument or CVV replaced for a vendor will show up on the participant's Screen 21, "Display Vouchers Issued". The replaced food instruments or CVVs will display the notation Vendor Repl in the far right column. (Chapter 2, Section 2)

Verify Vendor Replacement Vouchers



Before printing: verify the following information on the Voucher Inquiry Screen:

- **IMPORTANT!** The food instrument or CVV number you are about to replace must be the correct food instrument number needing to be replaced.
- The participant's name is the correct name
- The WIC agency program and site number is correct
- The participant's WIC ID number is correct
- The Peer Group number is correct
- Enter the appropriate Pay Exact amount
 - ▶ The agreed price cannot be MORE than the original
 - ▶ This amount cannot exceed MAP or MARs as applicable (Refer to the information on maximum allowable price in Chapter 2, Section 9)
- Food package is correct
- Next available food instrument or CVV number is correct
- Printer ID = MICR printer node name is correct
 - ▶ If the MICR printer node is not correct
 - Go to screen 26 Special Site Menu (HSA260A)
 - Select Voucher Forms Alignment/Verification for Station
 - Enter the two-digit number for the print station number you are using (Ex. Tyler 02 = print station 02)
 - Correct the MICR printer node name
 - For more information on making this change, refer to Chapter 2, Section 7

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HSA550A                NORTH CAROLINA HSIS - WIC SYSTEM
                        VOUCHER INQUIRY

SCCA
NEXT RECORD: COUNTY: 096  SCREEN: 55  ID: 19176094  DATE:          ACTION: A
MESSAGE 221 PROCESSING COMPLETED, ENTER NEW SELECTION OR PF2 TO RETURN

NAME: MUFFET, MRS                PGM/SITE: 04801  WIC ID: MM1234
FI'S FOR ISS DATE MM/DD/YY  PEER GROUP 4 OK TO PRINT? Y PAY EXACTLY 0010 . 99

19176094  A                ITEM                CVV  TOTAL
                        MILK - GALLON                02          02
                        EGGS - DOZEN                01          01
                        CEREAL - OUNCES            36          36
                        JUICE                01          01
                        BREAD/TORTILLA/RICE        01          01
                        BEANS                01          01
                        PEANUT BUTTER            01          01

NEXT AVAILABLE VOUCHER NUMBER 19176134
PRINTER ID: NDEP201E
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Local agency staff sign a replacement food instrument or CVV before giving it to the vendor for deposit.

Maximum Allowable Price – MAP

In the case of predominantly WIC vendors (PWV), the food instrument or CVV will print out at the Maximum Allowable Reimbursement (MAR). If the pay exactly amount written on the original food instrument is lower than the current applicable MAP or MAR, the original amount should be entered on screen 55.

 **User Note**

MARS change each month and MAPS change periodically. Be sure that replacement amounts do not exceed the MAR or MAP that will be in place by the time the food instruments reach the edit point.

User Warning

If the Pay Exactly amount is left blank, the food instrument will print out at the MAP or MAR amount for PWV. The MAP is the highest amount that can be paid out to a vendor, based on the peer group, for the particular items on the food instrument. The MAR is the highest amount that can be paid to a PWV for a specific food instrument.

For more information on MAP amounts, go to the Vendor's Connection section on the WIC website at <http://www.nutritionnc.com/wic/vendor.htm>.

Potential Problems When Replacing Food Instruments

Error Messages

An error message may appear when the food instrument or CVV number is:

- entered incorrectly
- entered after it has been previously documented as replaced
- entered for a food instrument or CVV that has not yet been issued
- entered for a preprinted food instrument or CVV that has been issued, but has not yet been documented in the system as having been issued
- not assigned to the local program and site.

An error message may also appear when there is an error with the system. For assistance, call the NSB HelpDesk.

When a food instrument or CVV number is not accepted by the system, proceed to screen 21 and select Display Vouchers Issued to verify if the food instrument or CVV has been previously invalidated (replaced, voided, lost/stolen, unclaimed). (Chapter 2, Section 2)

- If the number has been previously invalidated:
 - ▶ Contact the State WIC Vendor Unit for permission to issue a preprinted food instrument or CVV to replace the food instrument or CVV
 - ▶ Replacement food instruments or CVVs which have been voided cannot be replaced in the system again
 - ▶ Voided food instruments or CVVs which have already been issued, and/or have been returned from the bank, cannot be reused
- If the number has not been previously invalidated:
 - ▶ Double check the food instrument or CVV number
 - ▶ If incorrect
 - Verify the correct food instrument or CVV number
 - Try adding a prefix letter such as A, B, or C
 - Re-enter in screen 55
 - ▶ If the food instrument or CVV number is correct and if screen 55 reports that it has already been invalidated, but screen 21 Display Vouchers Issued does not report that this voucher number has already been invalidated
 - Take screen shots of each screen (HSA550A and HSA214B)
 - Contact the NSB Helpdesk and report the discrepancy

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