

WIC

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What is WIC EBT?

EBT stands for Electronic Benefits Transfer. WIC EBT is an electronic process where the food benefits are automatically added onto a card, similar to a debit card. This card, which will be known as the eWIC card, replaces the current paper vouchers/checks. The family's WIC food benefits are added onto the eWIC card until the next WIC visit. The family does not have to keep track of numerous checks anymore, just one card. The family also does not have to purchase all of their WIC food benefits at one time. And at the end of each shopping trip, a receipt will show their remaining WIC food benefit balance.

Will we use paper checks as a backup at any time?

No. The State's disaster plan will indicate how the participants will receive their benefits in the event the eWIC cards are not usable.

If the grocer's EBT system is off-line, you can return at another time to use your eWIC card. You should not leave the store with food items and have the store charge your eWIC card later.

Will there be a pilot phase or is everyone getting cards at the same time?

There will be a pilot phase. The number of local agencies and the locations have not been identified at this point. Once the pilot phase is complete, the entire state will be rolled out. Continue to check back here for updates.

Is the eWIC card the same as my SNAP card?

No, your eWIC card is a separate card. The eWIC card does not have your name on it.

What is a PIN?

A PIN is your Personal Identification Number. Your PIN, a special four-digit number that you choose, will make your eWIC card work at the grocery store. Choose a PIN that is easy for you to remember, but hard for someone else to guess or figure out if you lose your card.

To keep your benefits safe, never tell anyone your PIN, never write it on the eWIC card, and never keep it with the eWIC card.

How will the WIC benefits get loaded onto my card?

Your benefits will be loaded on the eWIC card at your local WIC office. The WIC staff will enter the benefits into the computer system. The benefits will then be loaded onto the card. After this is complete, the WIC staff will print out a receipt with the food balance information on it. The WIC staff will hand the receipt and the eWIC card to the payee. You will then need to select a PIN to activate the card. The PIN number is chosen by the payee for security purposes and to ensure they only use the benefits for themselves or their family. The WIC participant is able to immediately shop at an authorized eWIC vendor.

If the benefits are loaded onto my card, how will I know what benefits I have?

When you receive your benefits and the eWIC card at your appointment, you will also receive a receipt listing your monthly benefits. **Save this receipt.**

Will there be one card for all household members on WIC?

Yes. All family members on WIC in the same household will have their benefits on one card. Foster children will receive their own cards. You will use this card at every appointment to add the next month's benefits. The card is not to be used and then thrown away.

Do I need to go to the WIC office to add or change benefits?

Yes. When you need to add benefits or change the benefits, you must go to the WIC office with your eWIC card. Adding benefits and changes will not be made over the phone.

If you forget to bring your eWIC card to your WIC appointment, you will need to reschedule the appointment. Benefits will not be issued without your eWIC card.

Do I get a new eWIC card every month?

No. New benefits are loaded onto the same eWIC card, with the same PIN. Remember to bring the eWIC card with you to every appointment.

How much time do I have to use my food benefits?

The WIC food benefits are still good for a full month, this is not changing. The benefits are good from the First Day to Use until the Last Day to Use. And now you can shop at any time during the month for your benefits depending on your shopping needs. It is best not to wait until the end of the month to use your WIC benefits. Any foods you do not purchase before the Last Day to Use will be lost.

What will happen when I use my eWIC card at the grocery store?

Use your WIC Shopping List to select your foods.

- Tell the cashier that you will be using your eWIC card.
- Ask the cashier if you need to separate your WIC foods from your other foods.
- The cashier will tell you when to swipe your card in the card reader and enter your PIN (either before or after the food is scanned).
- Once your items are scanned, the eligible WIC approved items will be paid with the eWIC card and you will pay for the other foods with another form of payment.
- The eligible WIC approved items will be deducted from the balance of the benefit package on your card. Unused benefits will remain on the card and can be used later in the given month until the Last Day to Use.
- The cashier will hand you a receipt with your remaining balance of your WIC benefits.
- Review your receipt to make sure your WIC purchases are listed and correct.

Each time you use your eWIC card at the store, you will receive a receipt that shows the foods you have left for the month. **Save your receipt.**

Do I have to buy a certain amount of WIC approved food at each trip to the grocery store?

No, you can choose how much of your WIC food benefits you wish to purchase at each shopping trip. For example, you can buy one box of cereal this week and one box of cereal next week or you can buy two boxes all at once. It is up to you. The eWIC card allows you to shop at the grocery store based on your family's needs at the time. However, any foods that are not purchased before the Last Day to Use will be lost.

Do I have to separate the WIC food from my other foods?

It depends on the store where you shop. Ask the cashier before you empty your cart if you need to separate the foods. At most large stores, you may not need to separate them. The process within the cash register will separate the foods. At smaller stores, you may need to separate the foods.

What will show on my receipt?

The receipt will list the benefits used, the remaining benefits and the dates the benefits expire.

Do I need to show identification/WIC booklet with my eWIC card at the grocery store?

No. Proper identification and the WIC booklet are not required with the eWIC card at the grocery store. The PIN will be the participant's/food buyer's identification (ID) for using the card.

Can someone else go to the store for me if I cannot make it?

You can designate other people to go to the grocery store for you. You will need to give that person your eWIC card and your PIN. Identification is not required anymore. The PIN is the only identification needed in order to use the benefits. Make sure the person is someone you trust.

Can I use the eWIC card at the Farmers' Market?

The Wisconsin WIC Program plans on having this available however there is no implementation date at this time.

Can I use the home grocery delivery program with my WIC EBT card?

No. The home grocery delivery program is not available for the eWIC card.

Can I shop in other states with my Wisconsin eWIC card?

No. Only Wisconsin eWIC cards are accepted at Wisconsin authorized eWIC vendors.