

WIC EBT Update – IMAC

- eWIC pilot started in Sauk County 2/25
 - Expanded to Juneau/Adams Counties 3/25
- Statewide rollout started 6/3 and will continue in 15 rollouts through 9/23 with Milwaukee County going last
- So far about \$331,000 in eWIC redemptions at just over 100 stores so far.
- FIS does not issue any replacement cards. The participant needs to go back to their WIC clinic for a replacement card or to unlock the PIN.
- There is no live customer support for WIC participants through FIS. They have access to the IVR and Ebt Edge to check a balance or check previous transactions
- Wisconsin WIC benefits can only be used in Wisconsin

More information for participants and retailers is available on the DHS website <https://www.dhs.wisconsin.gov/wic/index.htm> including Shopping with your eWIC Card and Using Your eWIC Card Shopper Education.

