

shopping
with



your **eWIC** card



Getting Started

Select a Personal Identification Number (PIN) for your Card

Before you can use your Wisconsin *eWIC* Card, you must select a 4-digit PIN.

Go online or call

- Log on to **www.ebtedge.com** and enter your 16-digit card number
OR
- Call the automated phone line at **1-877-231-3452**

Select a PIN

- You must select a 4-digit PIN for your card
- Choose a 4-digit number that is easy for you to remember but hard for others to guess

Keep Your PIN Safe

- Do not write your PIN on your card or on anything you keep with your card
- Share your PIN only with a proxy that you told your WIC office
- If you need to change your PIN, log on to the *eWIC* website **www.ebtedge.com** or call the automated phone line at **1-877-231-3452**



Keep Your Card Safe

If someone gets your card and knows your PIN, they could use all of your food benefits – **and those benefits cannot be replaced.**

Card Care

- Keep your *eWIC* card in a safe place, like your wallet or purse
- Keep your card clean and dry
- Keep your card away from magnets and electronics, such as cell phones
- Keep your card away from direct sunlight

Card Replacement

- Contact your WIC office if your card is lost, stolen or damaged
- Keep your card to receive your next food benefits



Forget your PIN?

- Contact your WIC office if you forgot your PIN
- Your PIN will be locked if the wrong PIN was entered 4 times in a row. It will be locked at least until midnight.
 - If you remember it later, enter in the correct PIN and your account will unlock. You can shop after midnight.
 - If you don't remember the correct PIN, call your WIC office to have it unlocked.

Know Your WIC Food Balance

Food Benefit Availability

- Your food benefits become available on your first day to use at 12:01 am (midnight)
- Food benefits that have not been spent do not carry over into the next month

Check Your Food Balance

Look at the remaining food balance printed on your last WIC shopping receipt. Be sure to save your receipt after each shopping trip.

OR~ Call *eWIC* automated phone line **1-877-231-3452**

OR~ Check your food balance on the *eWIC* website
www.ebtedge.com

OR~ Ask a cashier or go to the customer service desk at the store where you shop

OR~ Your WIC Office can print a benefit balance for you

BENEFIT BALANCE EXAMPLE

Wisconsin WIC

Benefits available as of 03/02/2015 12:28:01 pm

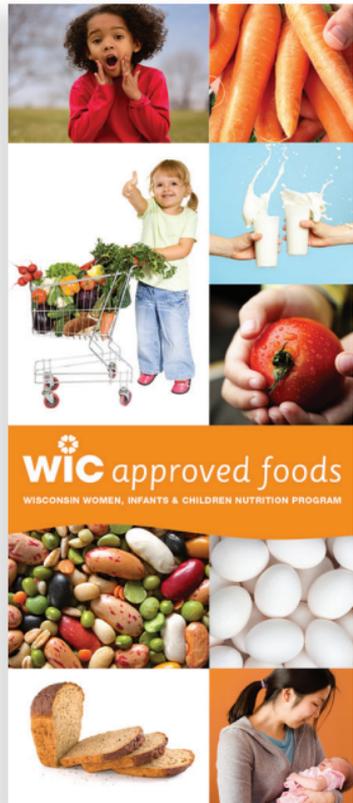
Account Type: Family

Card Holder: FIS- 3, Test 3 (P)

BENEFIT PERIOD 03/02/2015 - 03/31/2015	
Quantity	Unit Food Item
9	Milk, 1% or Skim, Gallon
1	Milk, 1% or Skim, 1/2 Gallon
1	15-16 oz cans Mature Beans/Peas or 1 lb. dried Beans/Peas or 16-18 oz Peanut Butter
1	Peanut Butter, 16 - 18 oz container
1	15-16 oz cans Mature Beans/Peas or 1 lb. dried Beans/Peas
72	Ounce WIC Cereal
3	Juice, 11.5-12 oz frozen or 48 oz container
2	Juice, 64 oz container
2	Dozen Eggs
48	Ounce Whole Wheat Bread/Whole Grain Food, 16 oz (1 lb) package
18	Dollars Fresh, frozen, or canned Fruits and Vegetables

Choosing WIC foods

- You must have your Wisconsin *eWIC* Card with you to use your WIC food benefits
- Know your WIC food benefit balance when you go to a store
- Use your WIC Approved Foods booklet at the store with your latest food balance to help you choose WIC foods
- The food list tells you what brands, sizes, and types of foods you can buy
- If you need help, ask a store clerk



Buying juice

Check your balance to see

- Whether you can get frozen or bottled juice
- Which size you can buy

1.00 CTR Juice, Frozen



11.5 - 12 oz

~ OR ~



48 oz

1.00 CTR Juice,
64 oz Container



64 oz

EXAMPLE

Remaining Balance (exp date 02-27-2015):

4.50	GAL	MILK, 1%/SKIM, GALLON
2.00	GAL	WHOLE MILK, GALLON
1.00	CTR	JUICE, FROZEN OR 48 OZ
1.00	CTR	JUICE, 64 OZ CONTAINER

CTR = container

Buying milk

WIC Purchase

Terminal ID: C999999999
Card Number: *****1234
Sequence Number: 023
Cashier ID: 456
Auth Number: 123456

Remaining Balance (exp date 02-27-2015):

21.50 OZ	WIC CEREAL
24.00 OZ	INFANT CEREAL
120 OZ	INFANT FRUIT AND VEG
32.00 OZ	WW BREAD OR WHOLE GRAINS
6.32 \$\$\$	FRUITS AND VEGETABLES
4.50 GAL	MILK, 1%/SKIM, GALLON
2.00 GAL	WHOLE MILK, GALLON
1.00 CTR	JUICE, FROZEN OR 48 OZ
2.00 CTR	JUICE, 64 OZ CONTAINER

PLEASE KEEP THIS FOR YOUR RECORDS

EXAMPLES

1.0 GAL is



0.5 GAL is



Milk is provided in gallon containers only.

Milk may only be purchased in a different container size if listed specifically on the shopping list or balance.

Buying peanut butter & beans

1.00 CTR Mature beans or Peanut Butter



(4) 15-16 oz cans



(1) 1 lb dried beans/peas



(1) 16 – 18 oz peanut butter

* Note: 4 cans of beans = 1 container
So, 1 can of beans = 0.25 container

EXAMPLE

Your shopping list reads, *1 CTR 15-16 oz cans Mature Beans/Peas, or 1 lb dried Beans/Peas, or 16-18 oz Peanut Butter*

At the store you buy 2 cans of beans. The remaining balance on your receipt will read, 0.50 CTR Mature Beans or PB

Remaining Balance (exp date 02-27-2015):

2.00	DOZ	DOZEN EGGS
21.50	OZ	WIC CEREAL
0.50	CTR	MATURE BEANS OR PB
30.00	OZ	CANNED FISH
6.32	\$\$\$	FRUIT AND VEGETABLES
3.00	GAL	GALLON LOW FAT/FF MILK

You can still buy 2 more cans of beans before your benefits expire for the month



Using your fruit & vegetable dollars

Once you use all of your fruit and vegetable dollars, you can pay for extra with cash, check, debit, credit, or SNAP/Quest Card/FoodShare

~ OR ~

Let the cashier know which fruits and vegetables you'd like to put back

Buying baby foods

Your shopping list and store receipt will list the total number of ounces of baby food for the month.

Food	Amount Listed	Is Equal To
Infant Fruits & Vegetables	128 OZ	32 4-oz containers of infant fruit and vegetables
Infant Meats	78 OZ	31 2.5-oz containers of infant meats



At the Checkout

To use your *eWIC* card at the store

- Tell the cashier you are using your *eWIC* card
- Ask if you need to separate your WIC foods from your other groceries
- Ask when you should swipe your card and enter your PIN



It is important to keep your receipt after every WIC purchase. It shows your food benefit balance and expiration date.

TIP

Use your *eWIC* Card first before SNAP/Quest Card/FoodShare or other types of payment.

FIRST.....



SECOND.....



THIRD.....



~ OR ~



Reading Your Receipt

* The **first section** of the receipt lists the foods you just bought

* The **bottom section** of the receipt lists your remaining balance

* This is the last day you can buy the rest of your WIC foods for this month. The benefits will expire at midnight of this day.

* This is the amount of each WIC food you have left to buy this month. Only fruits and vegetables are shown as a dollar amount.

EXAMPLE:

32.00 oz is 32 ounces

16.00 \$\$ is \$16.00 dollars worth

3.00 CTR is 3 containers

* These are the WIC foods you have left to buy this month.

WISCONSIN GROCERY STORE
100 NE WISCONSIN ST
MADISON WI 53703

Date: 02/18/2015

Time: 4:21 PM

WIC Purchase

Terminal ID: C999999999
Card Number: *****1234
Sequence Number: 023
Cashier ID: 456
Auth Number: 123456

16.00 OZ	WHL WHEAT BREAD 16 OZ	
1.00 @	2.69	2.69
14.50 OZ	HON BUNCH OAT 14.50 OZ	
1.00 @	\$2.99	2.99
2.00 CTR	BABY FOOD BANANA 4 OZ	
2.00 @	\$0.69	1.38
0.50 GAL	MILK FAT FREE GAL	
1.00 @	\$3.19	2.19
1.00 CTR	ORANGE JUICE 12 OZ	
1.00 @	\$2.49	2.49
3.68 \$\$\$	BROCCOLI FRESH	
1.00 @	\$3.68	3.68

Remaining Balance (exp date 02-27-2015):

2.00 DOZ	DOZEN EGGS
21.50 OZ	WIC CEREAL
2.00 CTR	MATURE BEANS OR PB
30.00 OZ	CANNED FISH
24.00 OZ	INFANT CEREAL
120 OZ	INFANT FRUIT AND VEG
32.00 OZ	WW BREAD OR WHOLE GRAINS
6.32 \$\$\$	FRUITS AND VEGETABLES
4.50 GAL	MILK, 1%/SKIM, GALLON
2.00 GAL	WHOLE MILK, GALLON
1.00 CTR	JUICE, FROZEN OR 48 OZ
2.00 CTR	JUICE, 64 OZ CONTAINER

PLEASE KEEP THIS FOR YOUR RECORDS

WIC Rights & Responsibilities

We want to make sure that you understand the rights and responsibilities of a WIC participant.

- Information about you and the WIC services provided may be given to others who help administer the WIC Program, other WIC Programs if you transfer, and others as required by law.
- Information may also be shared with other public organizations/programs to see if you qualify for those services, to offer you information about those services, to streamline administrative procedures, and to help the State improve health services. You may ask for the list of these organizations/programs.

Your Rights as a WIC Participant are:

- To be treated fairly and with respect.
- To appeal any decision made by WIC regarding your child's or your eligibility. Ask for a hearing within 60 days.
- To be treated the same regardless of your race, color, national origin, sex, age, or disability.
- To be told why you or a child qualifies for the WIC Program.
- To receive nutrition information. You are expected to keep these appointments.

- To be told where to get other health services you might need, such as immunizations and lead screening. You are encouraged to get these services.
- To receive WIC foods, which are some of the foods needed each day to be healthy. The foods are only for the WIC participant and should go with the participant in cases of joint custody, foster care, etc.

Your Responsibilities as a WIC Participant are to:

- Follow the information on how to use the *eWIC* card properly.
 - Keep your *eWIC* card and PIN safe. Keep your card in a safe place, do not get your card dirty; keep it away from magnets and electronics, and do not leave in direct sunlight.
 - Be careful about sharing your card and PIN. You are responsible for the use of the card. Food benefits will not be replaced if your *eWIC* card was misused by any person you give your card and/or PIN to. If you share your card and PIN, make sure the person knows how to use it.
 - Never share your PIN with the cashier at the store.
- Tell WIC staff if your *eWIC* card or a rental breast pump are lost or stolen.
- Tell WIC staff if you or a child is getting too much food or formula.

WIC rights & responsibilities *continued...*

- Let WIC staff know:
 - If the family's income changes, including Medicaid, BadgerCare Plus, or FoodShare eligibility.
 - If the number of people living in your house changes.
 - If a child goes into foster care.
 - When you have the baby or when your pregnancy ends.
 - When you stop breastfeeding.
 - If you move or your telephone number changes.
- Be honest and not abuse the WIC Program. If you do not use the *eWIC* card properly, you may be taken off the WIC Program, have to pay money back to WIC, or have charges filed against you under State and Federal law. Some ways of not being honest or abusing the WIC Program are:
 - Participating or trying to participate in more than one WIC office at the same time.
 - Giving the WIC Program false information.
 - Selling or trying to sell the *eWIC* card, foods purchased with the *eWIC* card, or a rental breast pump.

- Trying to or actually returning or exchanging WIC foods or infant formula bought with an *eWIC* card.
- Trying to or actually buying foods or other items that are not allowed.
- Accepting credit or cash for WIC foods.
- Giving away WIC foods or a rental breast pump to someone else.
- Stealing an *eWIC* card from the WIC office or a participant.
- Falsely stating that an *eWIC* card, WIC food, or rental breast pump was lost or stolen.
- Using abusive language, threatening, or being physically violent with people at the WIC office or while shopping for WIC foods.

To the best of my knowledge, the information I have given to qualify for the WIC Program is correct. I understand that intentionally giving false or misleading information or intentionally not giving information asked of me may result in:

- Removal from the WIC Program.
- Having to pay money back to the WIC Program for food I should not have received or not returning a rental breast pump.
- Charges filed against me under State and Federal law.

Important Reminders

If an item doesn't ring up as a WIC food

- It might not be on your food benefit prescription
- You might not have enough balance left
- It might not be on the WIC Approved Foods booklet
- It might not yet be in the computer's system

If this happens, the cashier cannot change this or let you buy that food with your *eWIC* card.

WIC Shopping Rules

- You are allowed to use coupons, store loyalty cards, buy one/get one offers, and other specials when shopping with *eWIC*.
- WIC foods, formula, or your *eWIC* card cannot be sold, traded, or given away.
- WIC foods and formula cannot be returned or exchanged for cash, credit, or other items.
- Rain checks or IOUs are not allowed.
- You are only allowed to buy foods on your shopping list and WIC Approved Foods booklet. Substitutions are not permitted.

To report concerns of possible WIC Program Fraud and Abuse, call: Wisconsin WIC Fraud Hotline 1-866-260-1727.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

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Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.



STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES
Division of Public Health
P-00897 (02/2015)

questions

When to call your WIC office:

- You have questions about WIC food or amounts
- You were not able to buy a food that you think is WIC approved
- Your card is lost, stolen, or damaged
- You need to unlock your PIN
- If you think your receipt doesn't match what you bought

For easy access to your balance and purchase history, and to unlock your PIN:

Go to *eWIC* Customer Service Website www.ebtedge.com or call *eWIC* automated phone line **1-877-231-3452**.

Are you moving or have a friend who needs to find a nearby WIC office?

You can call the local WIC Office in the folder or **1-800-722-2295** for help locating a WIC office nearby.