

PARTICIPANT RESPONSIBILITIES



MY RESPONSIBILITIES AS A PARTICIPANT OF THE WIC PROGRAM ARE TO:

- Treat all WIC staff, store employees, and other WIC participants kindly and with respect
- Ensure that my family member eligible for the WIC Program is the person using the WIC foods received
- Ensure that I am not participating in the WIC Program at more than one WIC office
- Keep all appointments including certifications, assessments, and nutrition education
- Be aware if appointments are missed and rescheduled for later in the month, foods will be reduced to reflect the number of days left in the month
- Bring your eWIC card to each appointment. If the card is lost multiple times, additional training will be required
- Notify the WIC clinic if my income, address, phone number, or the number of family members changes
- Do NOT sell or return any benefits for cash or other items
- Select the least expensive food item so that all eligible WIC participants can continue to receive WIC services

THINGS TO KNOW

SHOPPING WITH YOUR eWIC CARD

Before shopping check your benefit balance at www.ebtedge.com or call **1-877-231-9314**. Buy only what you need. You do not have to buy all your foods at one time.

AT CHECKOUT

Before foods are scanned, tell the cashier you are using an eWIC card. Some grocery stores may ask you to separate WIC foods from non-WIC items. When the cashier tells you, slide your card in the eWIC device or hand your eWIC card to the cashier. The amount of approved food items and dollar amount of fresh vegetables or fruits you purchase will be deducted from your benefits account.

KEEP YOUR RECEIPT

The cashier will give you a receipt listing your remaining benefit balance and the date your benefits expire.

KEEP YOUR CARD – IT IS REUSABLE

Save your eWIC card and keep it in a safe place. Even when your WIC foods are used, your card is reusable. Once benefits have been issued by a health professional, they will be in your household account on the beginning date to spend as indicated on your shopping list.



WHAT SHOULD I DO IF I LOSE MY CARD OR SOMEONE FINDS OUT MY PIN?

If someone uses your card and PIN, your **BENEFITS WILL NOT BE REPLACED**. Immediately call customer service and change your PIN. For assistance contact: [1-877-231-9314](tel:1-877-231-9314) or www.ebtedge.com or visit your local WIC clinic.

KEEP YOUR PIN SAFE

Do not give your PIN to anyone that you do not want to use your card. If someone knows your PIN and uses your card to get your food benefits without your permission, those benefits will not be replaced. Do not write your PIN on your card or keep your PIN in your wallet or purse.

WHAT IF I FORGOT MY PIN?

For assistance if you forgot your PIN or to change your PIN, contact [1-877-231-9314](tel:1-877-231-9314) or www.ebtedge.com or visit your local WIC clinic.

WHAT IF I ENTER THE WRONG PIN?

Do not try to guess your PIN. If the correct PIN is not entered on the 4th consecutive try, your PIN will be locked. This is done for your protection so someone else may not receive your food benefits. You will have to wait until after midnight for your account to unlock to try again.

QUESTIONS:

What if I run out of formula before my next WIC appointment or before I receive my next month's benefits?

ANSWER:

WIC is a supplemental nutrition program and may not provide all the formula your baby needs for a month.

BUDGETING TIPS FOR FORMULA

- Put money aside from each paycheck for additional formula
- Only prepare the amount of formula your infant will need for each feeding
- If you receive SNAP (Food Stamps) you may use that for buying additional formula not provided by WIC
- Keep all your WIC appointments to receive your benefits