

### When will I have my benefits?

Benefits will be in your eWIC account at midnight on the start date and will expire at midnight on the end date. Benefits do not roll over.

### What is a PIN (Personal Identification Number)?

A PIN is a four-digit secret number that, along with the card, allows access to your WIC food benefits. When choosing a PIN, choose four numbers that are easy to remember, but hard for someone else to figure out.

- Do not tell your PIN to anyone who does not have permission to use your card. If your card is used without your permission, those benefits will be lost and cannot be replaced.
- Do not write your PIN on your card or leave it where someone could find it, such as your wallet or purse.
- Do not provide your PIN to any store employees. You will be asked to enter your pin in the card reader.

### What if I enter the wrong PIN?

Do not try to guess your PIN. If the correct PIN is not entered on the third try, your eWIC card account will be locked. This is done to protect your food benefits. You will have to wait until after 12:00 midnight for your account to unlock to try again.

### What if I forget my PIN?

If you forget your PIN, contact your WIC clinic.

### What should I do if someone finds out my PIN?

If someone has your PIN who should not have it, contact your WIC clinic immediately to change your PIN.

### What should I do if I lose my card?

Contact your WIC clinic.

### What if I lose my card or WIC benefits in a disaster?

Contact your WIC clinic.

### What is my WIC food account balance?

The easiest way to know your WIC account balance is to use the WICShopper App. You may also check the balance on your last receipt or you can check your balance on the eWIC card reader at the WIC clinic. You should always check the amount of approved foods remaining in your account before you shop.

### What happens if the register is not working for eWIC?

Ask for assistance from the Store Manager. If all registers are down, contact the WIC Help Desk at 1-877-597-0367 to report the issue. You may try shopping at another WIC authorized store.

### What if my card won't work?

Contact your WIC clinic or contact the WIC Help Desk at 1-877-597-0367 from the store or as soon as possible.

### What should I do with my card after I use my benefits?

Keep your eWIC card. Your next WIC benefits will be available at midnight on your benefits start date.

Do not throw it away.

Do not leave it at the store.

### What if my baby's formula changes?

Contact your WIC clinic.

### Need help?

If you have difficulty understanding or reading English or have a disability, free language assistance or other aids and services are available upon request. Please contact your local WIC clinic or the State WIC Office at 1-877-597-0367. If you have a disability and need assistance calling us, contact the State Relay Number at 711 or for voice to TDD, call 800-648-6057, for TDD to voice, call 800-648-6056.

## Participant Rights and Responsibilities Summary

The WIC Program provides you healthy foods and nutrition education. As a Program participant you have rights and responsibilities. These are:

- Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, gender, sexual orientation or disability. You have the right to file a complaint if you feel you have been treated unfairly by WIC Staff or store. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov) or contact the your clinic or state office for address, fax number or online complaint form.
- You may appeal any decision made by the Local Agency regarding your eligibility for the WIC Program. For information on an appeal, ask for the Fair Hearing Procedures.
- Health services/referrals and nutrition education are available to you. You are encouraged to participate in these services.
- It is illegal for a person to be receiving food benefits from more than one WIC Program and/or Commodities Special Food Program (CSFP) at the same time.
- Keep your appointments. If you do not pick up your food benefits two months in a row, you will be removed from the WIC Program.
- If you pick up your food benefits late, you may not be given all the food benefits.
- If you misrepresent, conceal, or withhold facts in order to get WIC, you may be asked to repay the value of the food received and be removed from the WIC Program.
- Physical or verbal threats or abuse of the clinic or store staff could result in you not receiving WIC benefits.
- Misuse of benefits may result in removal from WIC or being asked to repay the value of the food received.
- You can transfer to another WIC office in or out of Kentucky. WIC staff can provide transfer information to take to your new WIC office.

# Kentucky eWIC Benefits Card



This institution is an equal opportunity provider.

## Using Your eWIC Card

### Your Shopping List & WICShopper App

- When you receive your WIC food benefits, you will get a shopping list that includes the total balance of your household's food and the date range to buy your WIC foods.
- Your food benefits have a start date and end date. All benefits in your account will expire at midnight on the end date. Your benefits will not roll over to the next month.
- The WICShopper App is available in Google Play and the Apple App Store. The app allows you to view your benefits and much more.



### Find a Retailer

- Use your eWIC card only at authorized stores who can accept eWIC. Ask your WIC clinic for a list of stores.
- The WICShopper App allows you to search for WIC authorized stores in your area by zip code.

### Check Your Account Balance

- Your health department has an eWIC card reader, check your balance before leaving the clinic. Slide your card and enter your PIN to get your balance.
- Check your balance anytime on your WICShopper App.
- You can also see your remaining balance printed on your receipt after a purchase.

### Shop for Your WIC Foods

- Buy what you need. You do not have to buy all your foods at once.
- Using the WICShopper App, you can scan the UPC bar code on items while in the store to see if they are WIC eligible and available for purchase in your current benefits.
- Only WIC approved foods listed on your household's shopping list may be purchased with your eWIC card.
- You can use store coupons and get store discounts.

### At the Check-Out

- Have your eWIC card ready. At smaller stores, you may need to tell the cashier you are using WIC before they start scanning your items.
- For payment, slide your card in the eWIC card reader.
- Enter your PIN and press the enter button on the keypad. Never tell the PIN to the cashier.
- If you are using WIC and SNAP or another form of payment, use your eWIC card first for WIC to pay for the WIC eligible items.
- The food items and dollar value of fresh and frozen fruits and vegetables you purchase will be deducted from your eWIC benefit account. The clerk will give you a receipt.
- This receipt will show the amounts and quantities (if any) of WIC foods still left in your account. Keep this receipt.

### Keep Your Card

- Your card is re-useable. Do not throw it away.
- Keep your card safe and clean. Do not bend your card or leave in direct sunlight.
- Keep your card away from magnets and electronic equipment, such as TVs, radios, DVRs, microwaves, cell phones, etc.

### A Participant Cannot:

- Change or add to the WIC Food benefit or cash value benefit.
- Sell, trade or substitute WIC benefits/WIC cash value benefits or WIC foods.
- Sell unused formula. You should return unused formula to the WIC clinic.
- Return WIC foods to a store for a cash refund, credit or other items.
- Accept rain checks, IOU's or other credit from the store.
- Use food benefits/cash value benefits reported destroyed, lost or stolen if they were replaced with other food benefits/cash value benefits.

## Reading the eWIC Receipt

### & WIC Shopping List

eWIC Receipt	WIC Package Size
<b>Milk</b>	
1.00 Gal	1 gallon
0.75 Gal	½ gallon + 1 quart
0.50 Gal	½ gallon
0.25 Gal	1 quart
<b>Cheese</b>	
1.00 pound	1 pound or 16 oz.
0.50 pound	½ pound or 8 oz.
<b>Tofu</b>	
1.00 pound	1 pound or 14 to 16 oz.
0.50 pound	½ pound or 8 oz.
<b>Juice</b>	
1.00 cont	1 container
<b>Cereal</b>	
36.00 ounce	36 ounces (purchase in boxes 10 oz. or larger)
<b>Beans/Peas</b>	
1.00 cont	One 16-oz. bag <b>or</b> Four 15 to 16 oz. cans
0.75 cont	3 cans
0.50 cont	2 cans
0.25 cont	1 can
<b>Eggs</b>	
1 dozen	1 dozen
<b>Yogurt</b>	
32.00 ounce	1- 32 oz. container <b>or</b> multipack
<b>Peanut Butter</b>	
1.00 cont	1 container 16 to 18 oz.
<b>Whole Grains</b>	
16.00 ounce	1 - 16 oz. bread <b>or</b> 1 - 14 or 16 oz. rice <b>or</b> 1 - 16 oz. tortilla <b>or</b> 1 - 16 oz. pasta

(Continued)

eWIC Receipt	WIC Package Size
<b>Soy Milk</b>	
1.00 Gal	2 - ½ gallon cartons
0.50 Gal	½ gallon
<b>Fruit and Vegetables*</b>	
24.00 \$\$\$	\$24 to purchase fresh/ frozen fruits and vegetables
*Fruits and Vegetables Cash Value Benefit amount may vary depending on eligibility.	

Other Services (Apply at your local Department for Community Based Services Office)

- **SNAP** (Supplemental Nutrition Assistance Program): Provides benefits to purchase foods.
- **Medicaid**: Helps pay certain medical expenses of pregnant women or families with dependent children.
- **KTAP** (Kentucky Transitional Assistance Program): Provides cash benefits to families that meet certain requirements.
- **Child Support Enforcement Program**: Helps locate absent parents to obtain financial and medical support for their children. Contact your local county attorney or area Child Support Enforcement office. Or call 1-800-248-1163.
- **KCHIP** (Kentucky Children's Health Insurance Program): Provides health coverage to children in families that meet certain requirements.

Additional information on applying for these services is available at [www.kynect.ky.gov](http://www.kynect.ky.gov) or ask any health department staff for more information.

**TEAM KENTUCKY**

CABINET FOR HEALTH AND FAMILY SERVICES