



WELCOME TO eWIC

WHAT IS eWIC?

- eWIC is a system used to purchase WIC foods with a card that can be used like a debit card.
- Your family will receive one eWIC card with everyone's benefits combined.
- You will need to bring your card with you every time you go to the store.
- You do not have to buy all your WIC foods in one shopping trip.
- Your eWIC card is re-usable; so keep it and the PIN safe!



GETTING STARTED

- Your clinic will issue you an Alaska eWIC (electronic benefits) card, either at the clinic or by mailing the card to you.
- Your eWIC card is reusable! You must keep your card to receive food benefits for your household, because future benefits will be added to the same card.
- Before you can use your Alaska eWIC card, you must set a 4-digit PIN. Choose a 4-digit number that is easy for you to remember but hard for others to guess.

TO SET YOUR PIN ONLINE

- Go directly to www.ebtedge.com or find the ebtEDGE link on wic.alaska.gov.
 - Click the “**More Information**” link under **EBT Cardholders**.
 - Enter your **16-digit EBT card number**, found on the front of your eWIC card.



- Enter the card holder’s mailing zip code and the card holder’s date of birth.

If you don’t have a computer or phone, you can always ask your WIC office for help!

TO SET YOUR PIN BY PHONE

Call the eWIC customer service phone line at:

1 (844) 386-3149

And follow the phone prompts to set your PIN:

- Enter **1** for English or **2** for Spanish.
- Enter your **16-digit EBT card number**, found on the front of your eWIC card.
- Enter primary cardholder's mailing zip code and date of birth.
- Select a 4-digit PIN that is easy for you to remember but hard for others to guess.



KEEP YOUR CARD SAFE

If someone knows your eWIC card number and PIN, they can use all of your food benefits. Once used, those benefits cannot be replaced!

KEEP YOUR PIN SAFE

- Do not write your PIN on your card or on anything you keep with your card.
- Only share your PIN with people you trust.



CARD CARE

Keep your eWIC card:

- In a safe place, like your wallet or purse.
- Clean and dry.
- Away from direct sunlight.
- Away from sources of heat.
- Away from magnets and electronics, such as cell phones.



AVOID LOCKING YOUR PIN

After 4 incorrect PIN entries, your account will lock until midnight and you won't be able to use your eWIC card until the following day.

To avoid having your account locked:

- After 3 failed attempts: **STOP!**
- Contact the eWIC customer service line to reset your PIN before the account is locked at:

1 (844) 386-3149

LOCKED PIN?

- Your account will automatically unlock after midnight. If your PIN is locked and you remember it later, you can use your card the next day.
- Your WIC clinic may be able to unlock your account sooner than midnight.

LOST STOLEN DAMAGED

- Contact your WIC office immediately.
OR
- Call the eWIC customer service phone line at **1 (844) 386-3149.**

KNOW YOUR WIC FOOD BALANCE

FOOD BENEFIT AVAILABILITY

- You can use your card to buy WIC foods starting at 12:01 am (midnight) on the “first day to use.”
- Your food benefits expire at midnight on the “last day to use” date for the month(s) printed on your Shopping List.
- If you do not buy all your WIC foods when the benefits expire, any leftover food is removed from your benefits.

CHECKING YOUR FOOD BALANCE

Your remaining food balance and expiration date is printed on every WIC shopping receipt.

Be sure to save your receipt after each shopping trip!

- Call the eWIC customer service line at 1 (844) 386-3149 to listen to your available foods.
- Download the Alaska eWIC app to your phone and view your remaining benefits.
- Ask a cashier or the customer service desk at your store to perform a balance inquiry.
- Ask your WIC office to print out the household eWIC Shopping List for you.
- Go directly to www.ebtedge.com or find the ebtEDGE link at wic.alaska.gov.

SPECIALS You *are* allowed to use coupons, store loyalty cards, buy one/get one free offers, and other specials when shopping with eWIC!

SAMPLE WIC ACCOUNT SHOPPING LIST FROM SPIRIT

WIC Shopping List			
Household ID: 00073287			
Primary Card Holder: MINNIE MOUSE, 00130471_1			
MINNIE MOUSE	03/05/18	04/05/18	05/05/18
	-04/04/18	-05/04/18	-06/04/18
02-001 - Package(s)-16 Ounces-WIG Approved Cheese	1.00	1.00	1.00
03-000 - Dozen WIG Approved Eggs or 4.5 oz Pkg Dry	1.00	1.00	1.00
05-000 - Ounce(s) WIC Approved Cereal	36.00	36.00	36.00
06-000 - 16 oz Dry Beans/Peas or 4 16 oz Cans or 18 oz PB	1.00	1.00	1.00
16-000 - oz. Whole Grain (Bread/Tortilla/Brown Rice/Pasta)	32.00	32.00	32.00
19-000 - Fruit or Vegetables, Fresh, Frozen or Container	9.00	9.00	9.00
52-000 - Gallon(s) Fat-Free or 1% Fresh Milk	3.50	3.00	3.50
54-000 - Juice-16 oz Frozen Concentrate or 64 oz Container	2.00	2.00	2.00



This is an example of a food benefit balance the clinic staff can print for you. The report shows the household ID, primary cardholder, and the benefit period. All the household's benefits or foods will show up together on the card and account balance. For example, if two children in a family each receive 3 gallons of milk, there will be 6 gallons of milk in the family account.

How to read your balance:

- | | |
|--------------------------------|--|
| <u>Food</u> | <u>Qty. (Quantity)</u> |
| Cheese | 1 = 16 oz. or 1 pound |
| Eggs | 1 = 1 dozen |
| Cereal | 36 = 36 oz. |
| Legumes | 1 = 1 container
(16 oz. dry beans,
64 oz. canned beans or
18 oz. peanut butter) |
| Whole Grain | 32 = 32 oz. |
| Fruits & Vegetables | 9.00 = \$9.00 |
| Milk | 3.5 = 3 gallons and
1 half gallon |
| Juice | 2 = 2 containers |

See your WIC food list for more information to help make sure you buy all your food before your benefits expire.



YOU
GOT
THIS.

CHOOSING WIC FOODS

- You must have your Alaska eWIC card with you to purchase your WIC foods.
- Check your WIC food benefit balance before you start shopping.

UPC_PLU	ItemDescription	Quantity	CategoryDescriptio
10000000000030007	Apples Alkmene	1.00	Fruit and Vegetables Cash V
10000000000030014	Apples Aurora/Southern Rose	1.00	Fruit and Vegetables Cash V
10000000000030021	Apples Cantared	1.00	Fruit and Vegetables Cash V
10000000000030038	Apples D'Estivale	1.00	Fruit and Vegetables Cash V
10000000000030045	Apples Discovery	1.00	Fruit and Vegetables Cash V
10000000000030052	Apples Golden Delicious Blush	1.00	Fruit and Vegetables Cash V

EXAMPLE

To view the total list of approved foods (also known as the **WIC Approved Products List**), visit: wic.alaska.gov.

The **WIC Food List** is a summary, or mini-list, of the WIC Approved Products List.

It is available as a printed brochure, online at wic.alaska.gov, at your clinic, or on your phone through the eWIC app.



CHOOSE WIC APPROVED FOODS

Use your WIC Food List at the store along with your latest food balance to help you choose WIC foods.

- The WIC Food List tells you what brands, sizes, and types of foods you can buy.
- Look for our WIC shelf tags in your store to find approved foods quickly.
- Download the free Alaska eWIC app so you can check whether a food is WIC approved on your phone.
- If you need more information about choosing WIC foods, contact your local WIC office for help.

AT THE CHECKOUT

To use your eWIC card at the store:

- Tell the cashier you are using your eWIC card.
- Separate your WIC foods from your other groceries.
- WIC foods will be scanned first, before other items.
- Non-WIC items will be scanned after WIC foods and may be paid for with other forms of payment.
- Ask the cashier when you should swipe your card and enter your PIN.

Some stores may give you a mid-transaction receipt after the cashier scans all of your WIC foods. The mid-transaction receipt will tell you if any food items will not be paid for with your eWIC card. You may choose to remove these items or use another form of payment to purchase them.

It is important to keep your receipt after every WIC purchase as it will show your remaining food benefit balance and expiration date!





TIPS!

Use your eWIC Card before your SNAP/Quest Card or other types of payment!

ORDER OF PAYMENT

FIRST

Use your eWIC card.



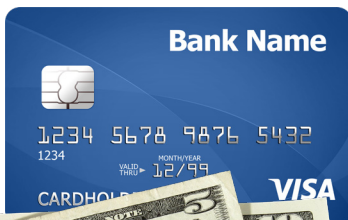
SECOND

Pay with your Alaska Quest card.



THIRD

Pay for whatever remains with either a debit card or with cash.



READING YOUR RECEIPT



The second section of the receipt lists the foods you just bought.

This is the last day you can buy the rest of your WIC foods for the 30-day period.

The bottom section of the receipt lists your remaining balance.

This is the amount of each WIC food you have left to buy before your benefits expire. Only fruits and vegetables are shown as a dollar amount.

FRED MEYER #568
 3632 CHURCH AVENUE
 EAGLE RIVER, AK 99577

TERMINAL ID: AK4004
 MERCHANT TERM ID: AK4004001
 CLERK ID: 999
 DATE & TIME: 12/04/2018 09:52 AM
 SEQUENCE NUMBER: 020
 CARD: *****1339
 AUTH CODE: 291769

WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
16.40	oz	SHRED WHEAT 16.4OZ	
		1.00 @ \$4.69	4.69
12.00	oz	CRISPY RICE 12OZ	
		1.00 @ \$3.99	3.99
16.00	oz	BREAD 100% WH 16OZ	
		1.00 @ \$2.69	2.69
16.00	oz	INFANT CEREAL 8OZ	
		2.00 @ \$3.49	6.98
1.00	CON	SIMILAC ADVANCED PWDR	12.4
		1.00 @ \$18.79	18.79
PURCHASE SUBTOTAL			37.14
DISCOUNTS APPLIED			0.00
APPROVED PURCHASE TOTAL			37.14

BALANCE DUE - \$0.00

BENEFITS EXPIRE ON 12-10-2018

QTY	UNITS	DESCRIPTION	PRICE
1.00	lb	chz - all	
1.00	doz	Eggs	
7.60	oz	WIC cereal	
1.00	CON	Dry/Canned Beans or PB	
16.00	oz	Whole Grains	
4.75	gal	Fat-Free or 1% UHT Milk	
1.00	CON	16 or 64 oz Juice	
8.00	oz	Infant Cereal	
30.00	oz	Infant Fruits/Vegetables	
6.00	CON	Similac Advanced Powder	
9.00	\$\$\$	Fruit or Vegetables	

**** CARDHOLDER COPY ****
 ****PLEASE SAVE THIS RECEIPT****

Alaska WIC Rights and Responsibilities

You have rights and responsibilities as a WIC participant. The names and addresses of you and your child may be given to agencies such as Medicaid, Denali KidCare, Supplemental Nutrition Assistance Program (SNAP), Heating Assistance, Temporary Assistance, Child Care, Infant Learning, Head Start and Public Health Nursing Programs for referral and outreach. Programs listed above may give the WIC program name(s), address, income, identification and residency for you and your child to help check if you qualify for WIC.

Other WIC information may also be shared with health programs to see if you qualify for their program's services, to share needed health information with programs you are already participating in, and to help assess the overall health of Alaskan families through reports and studies. These same programs listed below may also share their information with WIC for the same purposes. You may ask WIC staff for more information about these programs. These programs include: Medicaid, Denali Kid Care, Pro Care, Head Start, Supplemental Nutrition Assistance Program (Formally known as the Food Stamp Program), Immunizations Program, Public Health Nursing, State Epidemiology and Infant Learning Program.

I understand my Rights and Responsibilities:

Responsibilities:

- I will treat WIC and store staff with courtesy and respect.
- All the information I give WIC is true and accurate. WIC staff can check this information.
- I will immediately report any changes in my income, family size, address, phone number or eligibility for Medicaid/Denali Kid Care, or the SNAP Program. I will also notify the WIC office if my card is lost or stolen, or if I am no longer breastfeeding.
- I will get WIC benefits from only one clinic at a time. If I move out of Alaska, I will ask for a transfer.
- **I will not sell, or try to sell my eWIC card, trade or give away formula or other WIC food benefits and breast pumps. This includes sell of such items in person, in print, or online.**
- I will be removed from the WIC program if my benefits are not issued or I do not use my benefits, for two months in a row.
- I will allow WIC staff to take my or my child's height and weight and take a small amount of blood to check my or my child's iron level. I understand this information is needed to check nutrition needs and

determine eligibility for WIC.

- I will come to my appointments or call ahead when I need to reschedule.
- I will reapply for benefits as needed. I understand that WIC benefits are for participant use only.
- I will follow the WIC program and shopping rules that are on my WIC food list.
- WIC is a Federal program. If I break the rules, make false statements, intentionally misrepresent, conceal, or withhold facts about my eligibility for the WIC Program, I understand that:
 - I or my child can be taken off WIC.
 - I will have to pay money back to WIC for foods, formula or breast pumps I should not have received. If I do not pay back the WIC program for foods and/or formula that I accepted or return loaned breast pumps that I was not eligible to receive, the state may use other types of legal options to collect payment, including small claims court, which could result in Permanent Fund Dividend (PFD) garnishment.
 - I can face civil or criminal prosecution under State and Federal law.

Rights:

- If I qualify for WIC, I will get benefits to buy healthy foods. I understand that WIC does not give all the food or formula needed in a month. WIC foods help promote and support the nutrition and well-being and help meet the needed intake of important nutrients or foods for myself and / or my child(ren).
- WIC will give me information for healthy eating and active living. WIC will provide me with breastfeeding support.
- WIC will give me information to find a doctor and get immunizations for my child. I will be referred to other services.
- WIC staff will treat me with courtesy and respect.
- WIC will keep information about me and / or my child(ren) confidential and share only needed information to determine eligibility and for referral to other services.
- The rules for getting on WIC are the same for everyone. I can ask for a Fair Hearing if I do not agree with a decision about my WIC eligibility. WIC will tell me why my child or I qualify for the WIC Program.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D. C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.



FRAUD To report concerns of possible WIC Program fraud or abuse, call the Fraud Hotline at (907)-269-1050.

REMINDERS

All WIC approved foods for purchase are on the WIC Approved Product List (APL). The cash register will only ring up foods that are on the APL when you use your eWIC card.

There are many reasons why an item may not ring up as a WIC approved food:

- The item may not be on your food benefit prescription.
- Your household benefits balance will no longer include an item that was already purchased.
- The item may not be on the APL.
- The item may once have been on the APL, but has since been removed.



If an item doesn't ring up as WIC approved, the cashier cannot change this or let you buy that food with your eWIC card!

- Do not ask the cashier to re-scan the food item.
- The store manager cannot override the system to allow this purchase.
- A food item cannot be added to the APL at the store.
- However, you can request that the food be considered for future approval by following the instructions at wic.alaska.gov.

MY CLINIC:

WHEN TO CALL

- If you have questions about approved WIC food items or amounts.
- If your card is lost, stolen, or damaged.

Call the eWIC Customer Service Line at:

1 (844) 386-3149

WHEN TO GO ONLINE

- To reset your PIN.
- Easy access to your food balance and purchase history.
- To look up an item on the Approved Foods List.

www.ebtedge.com

wic.alaska.gov

Are you moving or have a friend who needs to find the closest WIC office? You can call the State WIC Office at (907) 465-3100 for help locating a WIC office near you.



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