

WIC Call Routing Guide

Please refer to this guide to help you know who to call for your questions.

(800) 392-8209

WIC Main Line

Banking
Breast pump assignments
Complaints (vendors & participants)
Dietetic internship
Direct ship orders
Equipment
Formula approvals
Fraud (vendors & participants)
Literature requests
Microcuvette orders
Online invoicing
Order check stock
Order printer cartridges
Sanctions
WIC check payments/images

(800) 347-0887

ITSD Help Desk

Internet connection
Invoicing application access
Local Agency Plan (LAP) access
Login issues (computer, PROD, ShowMe Vax)
Network problems
Server issues
Token invalid error message

(800) 554-2544

WIC Help Desk

Add/replace/void checks
Certification issues
Check printing
Crystal Reports issues
Duplicate DCNs
Duplicate SWIDs
Food prescriptions
Locked household message
MOWINS access
MOWINS password reset
MOWINS scheduler
Replacing formula from Partial Formula
Redemption form
WIC printer problems

Assigned Technical Assistance (TA) Team

Caseload count
Custody changes
Growth grids
Income assessment
Local Agency Plan (LAP)
Lost/stolen check replacement
Risk factors
Training requirements
WIC approved food/formula
WOM policies