

## Topics to discuss with participant

### Securing the Card

- ✓ Card PIN security
- ✓ How to change the PIN
- ✓ Forgotten PIN or locked card
- ✓ Reporting damaged, lost, or stolen cards

### Household Benefits

- ✓ Whole family's benefits on one card
- ✓ How to check the account balance
- ✓ Benefit expiration



### Shopping with eWIC

- ✓ WICShopper app
- ✓ Step-by-step
- ✓ Mixed basket<sup>1</sup>
- ✓ Cashiers cannot override the system
- ✓ Self-check and online purchases are not an option

### Food Prescription Changes

- ✓ Baby foods
- ✓ Fish
- ✓ Milk
- ✓ Beans
- ✓ Gluten-free cereal
- ✓ Formula purchases
- ✓ Conversion charts

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<sup>1</sup>Though mixed baskets (defined as the participants' ability to present all foods at the checkout line without having to separate WIC-approved items) are allowed in grocery stores with integrated systems, encourage participants to separate WIC-approved items from nonWIC-approved items during the first few store experiences. By separating these items, it is easier to identify issues if an item believed to be WIC-approved is declined. Further, participants may want to only purchase a few WIC-approved items the first time using the eWIC card to increase comfort levels.

## Sample Checklist and Script

### Securing the Card

- ✓ Card PIN security
  - Choose a four (4)-digit number that is easy to remember but hard for others to guess.
  - Do not write the PIN on the card or anything kept with the card. Do not give the PIN to anyone who doesn't have permission to use the card. Anyone can redeem benefits on the card if they have the PIN and the card. Those benefits cannot be replaced; be careful entrusting anyone with the card and PIN.
  - Keep the card in a safe place, like a wallet or purse. Keep it clean, dry, and away from direct sunlight; avoiding places like the car dashboard. Do not bend the card.
  - Save the eWIC card! Benefits for current and future months are loaded on the same card; do not throw it away!
- ✓ How to change the PIN
  - PINs can be changed at any Missouri WIC clinic, but preferably the participant should return to the issuing clinic for assistance.
  - Only an authorized or alternate representative can change the PIN.
- ✓ Forgotten PIN or locked card
  - The card locks after seven (7) consecutive attempts to enter the PIN at the grocery store.
  - Some grocery store registers will decline a card after three (3) bad PIN attempts, should this occur, try another register or store.
  - Return to any Missouri WIC clinic, but preferably the participant should return to the issuing clinic, if the card becomes locked.
- ✓ Reporting damaged, lost, or stolen cards
  - If a card is damaged, lost, or stolen, contact the clinic immediately. As long as the PIN has not been shared, any benefits remaining on the card will be secure. The card will be deactivated and an appointment will be scheduled to receive a replacement card.
  - There is a five (5) day waiting period before a replacement card can be given. This allows for any purchases made on the card to process on the account.

### Household Benefits

- ✓ Whole family's benefits on one card
  - All of the foods for the whole family will be together on one card (Exception: foster child will have an individual card).
  - Any food available during the current benefit month can be purchased. Everything does not have to be bought at once!
  - Food benefits become available on the first day of the month at 12:01 am (just after midnight). Food benefits not redeemed do not carry over into the next month.

- ✓ How to check the account balance
  - *There are many ways to check the account balance:*
    - *Use the Shopping List printed at the clinic, if immediately going from the clinic to the store (this also shows future months issued).*
    - *Review the last WIC cash register receipt.*
    - *Use the WICShopper app to store a digital copy of the last receipt.*
    - *Request the grocery store provide a current account balance on the card.*
    - *Return to the WIC clinic and request an account balance.*
    - *Call the clinic for the account balance (this balance may not be accurate depending on the last day shopped).*
- ✓ Benefit expiration
  - *The current last date to use will appear on the grocery store receipt.*
  - *Avoid shopping too close to midnight on the last day to use benefits in any given month.*

### Shopping with eWIC

- ✓ WICShopper app
  - *Download the WICShopper app and select Missouri.*
  - *Scan products while shopping to see if the food is WIC-approved.*
  - *Some items may be WIC-approved but may not be a part of the household food prescription. Let the clinic know if there is any trouble purchasing certain foods.*
- ✓ Step-by-step
  - *Grocery stores accepting eWIC will be identified with the new door decal.*
  - *Know the current account balance before going to the store.*
  - *There is no requirement to present an ID at check-out. The eWIC card and PIN is all that is needed.*
  - *Insert the eWIC card firmly when prompted and enter the PIN before any other form of payment.*
  - *A receipt will print showing the WIC-approved purchases.*
  - *Review the receipt before pressing “Yes” to accept the transaction. If something on the transaction looks incorrect, press “No” and work with the cashier to make sure it is correct. After pressing “Yes” there is no way to change the purchase (be sure to know what is being purchased).*
  - *Any remaining balance can be paid with SNAP, then cash and/or debit/credit card.*
  - *The receipt will print showing the remaining account balance and the date it expires.*



- ✓ Cashiers cannot override the system
  - *The cash register system determines the items that can be purchased based on products approved by the state and the food prescribed to the account within the current benefit month. The system does not allow cashiers to override the system.*
- ✓ Self-checkout and online purchases are not an option.

## Food Prescription Changes

- ✓ Baby foods
  - *The prescription shows the total ounces available to purchase, allowing the option to buy both the two (2)-pack or the four (4) ounce jars.*
- ✓ Fish
  - *The total amount of fish is grouped by ounces, giving the opportunity to buy salmon, tuna, or sardines in the store.*
- ✓ Milk
  - *Milk is grouped by containers, so any size of milk (gallons, half-gallons, or quarts) can be purchased.*
- ✓ Beans
  - *Bean totals are combined by containers available to the household. One (1) can of 16 oz beans is equal to 0.25. If the account balance contains a remaining decimal, the house can purchase a can(s) of beans.*
- ✓ Gluten-free cereal
  - *Scan gluten-free cereal first at checkout when gluten-free cereal is on the food prescription.*
- ✓ Formula purchases
  - *Purchase only one (1) can of formula to determine tolerance and acceptance when starting a new formula.*
  - *Only buy what is needed at that time. There is no requirement to purchase all the formula at once.*
- ✓ Conversion charts

### Infant fruits and vegetables

256 ounces = 64 jars or 32 twin packs  
 192 ounces = 48 jars or 24 twin packs  
 128 ounces = 32 jars or 16 twin packs  
 96 ounces = 24 jars or 12 twin packs  
 64 ounces = 16 jars or 8 twin packs

### Milk

1.00 = 1 gallon, 2 half-gallons, or 4 quarts  
 0.75 = 1 half-gallon and 1 quart or 3 quarts  
 0.50 = 1 half-gallon or 2 quarts  
 0.25 = 1 quart

### Infant meats

77.5 ounces = 31 jars  
 59 ounces = 23 jars  
 39 ounces = 15 jars

### Legumes or Beans

1.00 = 1 – pound dry beans/peas  
 1.00 = 1 – 16-18oz jar peanut butter  
 1.00 = 4 – 16oz cans of beans  
 0.75 = 3 – 16oz cans of beans  
 0.50 = 2 – 16oz cans of beans  
 0.25 = 1 – 16oz can of beans

## Resources

### eWIC Handouts

- ✓ There are two main handouts to give participants new to eWIC
  - Welcome to eWIC #714
    - This is ordered by contacting [WICresources@health.mo.gov](mailto:WICresources@health.mo.gov)
  - Missouri WIC Outreach Brochure #175 EN / #171 SP - trifold
    - This is ordered using the WIC-8 order form located on the website <https://health.mo.gov/living/families/wic/localagency/formspoliciesprocedures/>



### eWIC Video

- ✓ The four (4) minute Welcome to eWIC video helps participants new to eWIC understand the essentials. The video is available in many different ways:
  - Participants can view it through the WICShopper app! Just click on "Help" and scroll down
  - Participants can view it on YouTube: <https://youtu.be/-Q0ntXLzdvl>
  - Participants can view it on the eWIC for Families webpage: <https://health.mo.gov/living/families/wic/families/ewic/>
  - Local Agencies can order DVDs that are set to "loop." To request a DVD contact [WICresources@health.mo.gov](mailto:WICresources@health.mo.gov)
- ✓ English and Spanish version currently available.