

eWIC card care

- Keep your card in a safe place, like your wallet or purse.
- Keep your card clean, out of direct sunlight, and away from magnets and electronics.

PIN safety

- 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.

PIN/Card replacement

- If you forget your PIN, or want to change it, call WIC Customer Service at **1-855-897-5897** or go to www.WICConnect.com.
- If your card is lost, stolen or damaged, call WIC Customer Service at **1-855-897-5897** right away or call your local WIC clinic.
- Contact WIC Customer Service at **1-855-897-5897** for mail card replacement. Visit your local WIC clinic if your benefits will expire within 7 days of a reported lost, stolen, or damaged eWIC Card.

What happens if I forget my PIN or enter it wrong?

If you enter the wrong PIN three (3) times in a row, your card will be locked. There are three (3) ways to unlock your card:

1. Go to www.WICConnect.com.
2. Call WIC Customer Service at **1-855-897-5897**.
3. Wait until 12:01 am Central Time the next day and your account will automatically unlock.

Your cash register receipt will list the WIC food items you bought and the remaining WIC food benefits and expiration date. Here is an example:

STORE NAME ADDRESS		
STORE ID	WICW006	
TERM ID	WIC06001	
DATE & TIME	10/1/18	
SEQ NUMBER	034	
CARD	*****0001	
AUTH CODE	123499	

Your local grocery store.

WIC PURCHASE			
QTY	UNITS	DESCRIPTION	PRICE
18.00	oz.	Cereal 18 oz.	4.99
8.00	\$\$\$	Fruits & veg	2.50
TOTAL ITEMS SOLD = 2			
\$8.00 - Fruits & Veggies			
PURCHASE SUBTOTAL			7.49
DISCOUNT APPLIED			0.00
APPROVED PURCHASE TOTAL			7.49

WIC Benefits that you bought from your local grocery store.

BENEFITS EXPIRE ON 10-28-18			
QTY	UNITS	DESCRIPTION	
16.00	oz	Cheese	
1.00	doz	Large Grade A Eggs	
18.00	oz	Cereal	
2.00	jar	Peanut Butter	
16.00	oz	Bread/Whole Grains	
3.00	gal	1%/Fat Free Milk	
2.00	btl	64 oz Juice	
6.50	\$\$\$	Cash Value Benefit	

****CARD HOLDER COPY****
****PLEASE SAVE THIS RECEIPT****

WIC Benefits that you still have available and the date they will expire.

Keep your receipt to know the balance and the dates to buy your WIC foods.

WIC Customer Service
1-855-897-5897
www.WICConnect.com



wic connect

This institution is an equal opportunity provider.

Welcome to Mississippi WIC



With WIC, your family's WIC benefits will be put on a Mississippi eWIC card at your local WIC clinic. You will use your eWIC card to buy WIC foods at Mississippi WIC authorized stores.

Getting Started

Before you can begin using your eWIC card, you must select a 4-digit Personal Identification Number (PIN).

Select a PIN

- Call WIC Customer Service at **1-855-897-5897** to set your PIN.
- To set your PIN, you will need the 16 digit eWIC card number along with the name, date of birth and zip code of the primary cardholder.
- Choose a 4-digit number that is easy for you to remember but hard for others to guess.
- DO NOT write your PIN on your eWIC card or in your eWIC cardholder.

You must have your Mississippi eWIC card with you at the store to use your WIC benefits.

Important!
Do not throw away your eWIC card when all the benefits are used. The same card and PIN are used every month.

Using your Card

You can use your eWIC card at Mississippi WIC authorized vendors.

Shop for WIC foods

- Know your WIC food benefit balance when you go to the store.
- Use your Mississippi WIC Approved Food Guide or the Mississippi WIC app to check which foods are allowed.

Complete your purchase

- You are encouraged to separate your WIC food from non-WIC foods.
- Enter your 4-digit PIN when asked.
- Keep your receipt—it shows your benefit balance.
- It is important to swipe your Mississippi eWIC card before any other forms of payment. Any remaining balance can be paid with SNAP, cash or other form of payment accepted by the store.

Follow the WIC Program rules

- You could be disqualified from the WIC Program if you misuse your card or benefits.
- Do not sell your eWIC card, WIC foods, or WIC infant formula.
- Buying, selling or otherwise misusing the WIC benefits is a crime.
- Do not return WIC foods or infant formula to the store for cash, credit or unauthorized foods.

Understanding your Benefits

It is important to know when you receive your benefits.

Benefit availability

- Your benefits become available on the Benefit Start Date at 12:01 am and end at 11:59 pm on the Benefit End Date.
- Benefits that have not been spent DO NOT carry over to the next benefit period.

Check your benefit balance

To check your balance do one of the following:

- Check your last receipt.
- Log on to www.WICConnect.com.
- Call WIC Customer Service at **1-855-897-5897**.
- Visit a Mississippi authorized WIC vendor and request a balance inquiry.

Where to get help

- For questions about your eWIC card, log on to www.WICConnect.com or call WIC Customer Service at **1-855-897-5897**.
- For questions about your WIC food benefits, or if you move or change your address, call your local WIC clinic.
- For general information about the Mississippi WIC program, contact your local WIC clinic, visit our website at https://msdh.ms.gov/msdhsite/_static/41,0,128.html or download the Mississippi WIC app.
- For scheduling a WIC appointment, contact your local clinic or call the MSDH WIC Call Center at 1-800-338-6747.