

# Putting the responsibility for child care payments in families' hands

## Here's how it works:

Wisconsin Shares child care subsidy is available on parents' MyWIChildCare EBT cards on a monthly basis. Parents use these funds to make payments to their child care provider. **MyWIChildCare EBT cards can only be used at the child care provider that has the Wisconsin Shares authorization to receive the payment.** Parents can make payments in person if you have a Point of Sale device, online through EBT Edge, or by phone.

Best of all, MyWIChildCare cards mean a **lot less paperwork for your business** – just a simplified billing process that encourages parents and providers to work together. And that's a good thing. Because it gives you more time to focus on providing a safe, healthy place for children to learn and grow.



## About Wisconsin Shares Child Care Subsidy

Each month, Wisconsin Shares helps low income families pay for child care services so they can go to work or school knowing their children are in safe, nurturing settings.

To learn more about Wisconsin Shares, visit

[dcf.wisconsin.gov/wishares](https://dcf.wisconsin.gov/wishares)

To find quality child care in your community, visit

[childcarefinder.wisconsin.gov](https://childcarefinder.wisconsin.gov)

## Need help?

For easy-to-use tools and 24/7 access to your MyWIChildCare account and payment information, visit [ebtedge.com](https://ebtedge.com).

To talk to a friendly MyWIChildCare customer service representative, call

**1-877-201-7601.**



The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.



Streamlining the way  
**child care providers**  
are paid by  
**Wisconsin Shares**



# Payments

MyWICChildCare cards transfer state subsidies electronically for fast, easy payments.

## Best Practices Before Families Pay

As a conscientious business owner and provider who accepts Wisconsin Shares, it's your job to:

- Provide the Wisconsin Department of Children and Families (DCF) with your current child care rates.
- Inform families of your program's rates, fees, deadlines, and financial penalties.
- Collect payments fairly and consistently.
- Help families create a payment plan for any out-of-pocket costs families may owe you after their state subsidies are applied.
- Share your written payment agreement and policy handbook with each family.
- Stay up-to-date with Wisconsin Shares program rules and regulations.

## Follow The Rules

As a successful provider, you already know the importance of adhering to the rules:

- **Never provide cash, goods or any service besides child care** to MyWICChildCare card holders in return for a MyWICChildCare payment.
- **Never directly refund MyWICChildCare card payments**, in whole or in part, to Wisconsin Shares families.
- **Never ask for or keep a family's card or card information**, like their Personal Identification Number (PIN).
- **Never initiate a MyWICChildCare card transaction** on a family's behalf.

## Solve Payment Problems

Dealing with a payment error or dispute? Work with families to solve disagreements one-on-one, and ask MyWICChildCare customer service to help you track down any transaction or payment history information you need. As you solve payment problems, don't forget to issue a receipt for every related transaction.

**DCF and your local child care agency will not resolve payment disagreements between families and providers.** However, you should contact your local child care agency if a refund is required. Providers should never directly refund MyWICChildCare payments.

## Get Help

Free, helpful support for MyWICChildCare is always within reach:

### 24/7 Resources

Visit [ebtedge.com](https://www.ebtedge.com) for direct, 24/7 access to your MyWICChildCare account and payment information. Remember to check out the Wisconsin Shares **Provider Portal** for the latest program news.

### One-On-One Assistance

Call **1-877-201-7753** for general inquiries. MyWICChildCare customer service can help you:

- Report lost, stolen, or damaged cards
- Review customer payment histories
- Look for a transaction or deposit
- Access important documentation

**Sign up to receive email updates from DCF**

[dcf.wisconsin.gov/childcare/email-signup](https://dcf.wisconsin.gov/childcare/email-signup)

# Best Practices

Follow these tips to make receiving and managing child care payments simple:

## Before Families Pay

**Start with a Written Payment Agreement**, so they understand their responsibilities—and the value of quality child care.

**Make sure everyone understands your payment policies**, payment schedules, deadlines, grace periods, and late fees.

**Explain the payment methods you accept**, like paying online, with a Point of Sale device, or over the phone.

## When Families Pay

**Provide and keep a record of every payment**, and encourage families to keep receipts for their own records.

**Use the Provider Portal to keep track of each transaction and the period of care it pays for** to help you answer any questions later.

## After Families Pay

**Contact your local agency if a family overpays.** Wisconsin Shares is intended for care provided.

**Continue to keep accurate attendance records.** Using a Sign In/Sign Out sheet to track children's attendance is still required.