



**Wisconsin Shares helps low-income working families access quality child care by paying for a portion of child care costs.**

## Help Prevent Fraud

Concerned someone may not be following the program rules and misusing the card or benefits? You can call the DCF Fraud Hotline at **1-877-302-3728** or email [dcfmbchildcarefraud@wisconsin.gov](mailto:dcfmbchildcarefraud@wisconsin.gov) to report your concerns.

If your card is lost, stolen, damaged, or you want to reset your PIN number, call **1-877-201-7601**.

## How to Contact Your Wisconsin Shares Local Agency

For contact information, please visit <https://dcf.wisconsin.gov/wishares/apply>

*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.*



Wisconsin Department of Children and Families

# WISCONSIN SHARES

## Preventing MyWICChildCare Fraud



Wisconsin Department of Children and Families





## Questions to Ask Your Child Care Provider

- What is my total cost for child care?
- What is my out-of-pocket cost?
- What time of the month am I billed—weekly, biweekly, or monthly?
- What date do I need to pay my bill?
- Are receipts available when I make a payment?
- Do you have a payment agreement or contract?
- Would you like to be paid by phone, online, or in person?
- What's your policy for absences?
- What is your policy for children who are sick?
- What are your policies on child behavior?
- What are your business hours?

## Track Your Payments

The Parent Portal will help you track your child(ren)'s authorizations, your monthly subsidy amount on your MyWICChildCare card, and the payments you have issued to each provider.

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

## Know the Rules

- Keep your MyWICChildCare card, card number, and Personal Identification Number (PIN) confidential – do not share them with anyone.
- Never let anyone else use your MyWICChildCare card to make a payment for you – this includes your child care provider.
- Notify your local child care agency within 10 calendar days of any change required by Wisconsin Shares policy, including but not limited to:
  - A new home address
  - A change in income
  - A loss of a job
  - A change in the size of your household
  - A change in marital status
  - A change in child care need
- If your child stops attending your current provider for any length of time, you must report this to your local Wisconsin Shares agency within 10 calendar days.
- Your monthly funds load on the first day of the month and are intended for child care services for that month, for the assigned child.



## If You Overpay Your Provider

Your provider cannot give you cash back from your MyWICChildCare card. Contact your local Wisconsin Shares agency if you used your MyWICChildCare card to pay your provider more than you owe for any reason.

## If You Pay the Wrong Provider

Contact your local Wisconsin Shares agency immediately. You may be responsible for paying that money back. To prevent this, always confirm whom you are paying and how much you are paying.

## Penalties

If you are found to have intentionally violated the program rules, your child care subsidy may be suspended and you may be required to pay back the funds.

## Payment Disputes

Payment disagreements are to be resolved between you and your child care provider. Take precautions by:

- Always getting a receipt for every payment you make.
- Knowing what you are paying for and the period of time it covers.
- Communicating openly and regularly with your provider to prevent disagreements.