



Wisconsin Shares EBT Basics for Parents



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

What is a MyWICChildCare EBT Card?

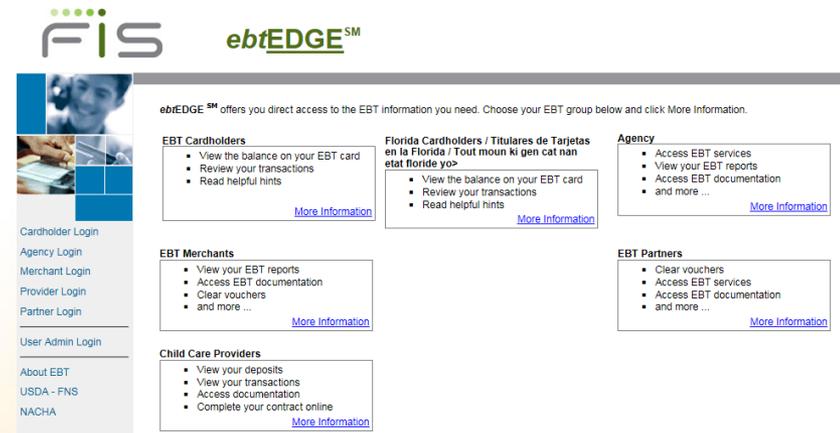


- The MyWICChildCare EBT card puts the payment responsibility into the hands of parents, instead of the state
- Is a **FREE** card for parents who receive Wisconsin Shares
 - Automatically receive it via mail
 - It doesn't cost you anything to use
 - Can start using it in October
- Monthly subsidy automatically deposited into EBT account
 - Convenient and easy to use

MyWICChildCare EBT Vendor Information

MyWICChildCare EBT Vendor: FIS – Fidelity National Information Services

- FIS sends MyWICChildCare EBT card to parents via mail
- Call MyWICChildCare customer service at 1-877-201-7601 to:
 - Activate your card
 - Replace a lost, stolen, or damaged card
 - Create or change your PIN
 - Check your account balance



The screenshot displays the FIS ebtEDGE website. At the top, the FIS logo and ebtEDGE SM are visible. Below the header, a navigation menu includes links for Cardholder Login, Agency Login, Merchant Login, Provider Login, Partner Login, User Admin Login, About EBT, USDA - FNS, and NACHA. The main content area features a header stating: "ebtEDGE SM offers you direct access to the EBT information you need. Choose your EBT group below and click More Information." There are four main categories of links:

- EBT Cardholders**: View the balance on your EBT card, Review your transactions, Read helpful hints. [More Information](#)
- Florida Cardholders / Titulares de Tarjetas en la Florida / Tout moun ki gen kat nan etat floride yo**: View the balance on your EBT card, Review your transactions, Read helpful hints. [More Information](#)
- Agency**: Access EBT services, View your EBT reports, Access EBT documentation, and more ... [More Information](#)
- EBT Merchants**: View your EBT reports, Access EBT documentation, Clear vouchers, and more ... [More Information](#)
- EBT Partners**: Clear vouchers, Access EBT services, Access EBT documentation, and more ... [More Information](#)
- Child Care Providers**: View your deposits, View your transactions, Access documentation, Complete your contract online. [More Information](#)

- For 24/7 access to your account, visit ebtedge.com

What are the Benefits of the MyWICChildCare EBT Card For Parents

- The EBT card is convenient and easy to use
- Parents make the child care payment
 - This enables you to see the full cost of your child care
 - The amount your provider charges for care
 - The amount of Wisconsin Shares subsidy you received
 - Any additional money you may owe the child care provider
- Helps build a good relationship between you and your child care provider



Discuss with Your Provider . . .



- Parent Share
- Does provider have FIS contract?
- Payment options
- Know your card balance
- Changes coming/Parent Notices
- Provider Price
- Parent Portal

Parent Share

Is there a portion that you will have to pay out of pocket?

- Provider's payment policies
 - Payment schedule
 - Deadlines
 - Grace periods
 - Late fees



Does your provider have their FIS Contract?

- Does your provider have an FIS contract?
- Providers must have their contract completed by September 15, 2016



Provider Payment Options

Do not give your EBT card or PIN to your child care provider.

You and your provider should communicate with each other about how the payments are going to be made.

There are three easy ways to pay:

- Over the phone (call 1-877-201-7601)
- Online (**ebtedge.com**)
- Point of Sale (P.O.S)- card device



FIS Training Video for Parents



ebtEDGESM



- Cardholder Login
- Agency Login
- Merchant Login
- Provider Login
- Partner Login
- User Admin Login
- About EBT
- USDA - FNS
- NACHA

ebtEDGESM offers you direct access to the EBT information you need. Choose your EBT group below and click More Information.

EBT Cardholders

- View the balance on your EBT card
- Review your transactions
- Read helpful hints

[More Information](#)

Florida Cardholders / Titulares de Tarjetas en la Florida / Tout moun ki gen cat nan etat floride yo>

- View the balance on your EBT card
- Review your transactions
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[More Information](#)

Agency

- Access EBT services
- View your EBT reports
- Access EBT documentation
- and more ...

[More Information](#)

EBT Merchants

- View your EBT reports
- Access EBT documentation
- Clear vouchers
- and more ...

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EBT Partners

- Clear vouchers
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Child Care Providers

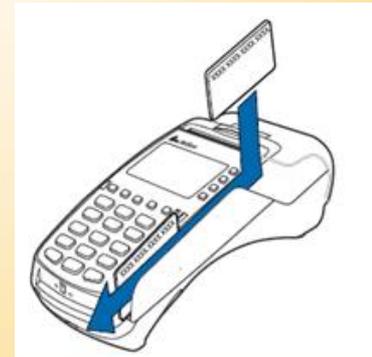
- View your deposits
- View your transactions
- Access documentation
- Complete your contract online

[More Information](#)

What will you need?

What will you need when using any of the three payment options below?

- Over the phone
- Online (ebtedge.com)
- Point of Sale (POS)



Know Your EBT Card Balance

- Know your authorizations
- Know your card balance
 - Easy to check online, over the phone, or at a POS device
- Get a receipt for each payment you make



Upcoming Policy & Procedure Changes

- Scheduled school closures and inclement weather
- SMRF
- Changing child care providers
- Backdating changes
- Approved Activity Schedules



Parent Authorization Notice

New information that you will see includes:

(SHOW SAMPLE NOTICE)

- 3 months of information
- Inclement weather hours
- Scheduled school closed hours



Parent Portal

<https://mywchildcareparents.wisconsin.gov/>

You will use your ACCESS ID and password to log in.

<https://access.wisconsin.gov/>

You can view new authorizations and all child care authorization information.

Show screenshots of parent portal, if available.





Access frequently asked questions (FAQ), watch training videos, find contact information, and obtain brochures in English, Spanish, and Hmong – all on the MyWIChildCare website!

<http://mywchildcare.wisconsin.gov>

Click on the Parent tab at the top of the page.

Thank You and Q&A

