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Streamline the way you get paid with MyWICChildCare

MyWICChildCare EBT cards are the way to get paid for providing Wisconsin Shares families with quality child care. The Wisconsin Department of Children and Families (DCF) is putting the payment responsibility in families' hands, and that means faster payments (and a lot less paperwork) for your business.

► Before families pay

1. Start with a straightforward pricing sheet for families

It'll help the families you work with understand the value of quality child care, no matter how much their subsidies cover.

2. Make sure everyone understands your payment policies

Communicate clearly and consistently about payment schedules, deadlines, grace periods and late fees.

3. Discuss payment options

DCF will teach families how to use their MyWICChildCare card. Just make sure you talk to families about the available payment methods—online, in person or over the phone—so they can pick the right option for them.

► When families pay

1. Provide and keep a receipt for every payment

Providing and keeping a copy of every receipt you issue is a good business practice. Encourage families to keep these receipts for their own records.

2. Keep track of each transaction and the period of care it pays for

Knowing when a payment was made and how it was applied will help you answer any questions later.

3. Never keep families' MyWICChildCare cards or store their card information

It's a matter of security and fraud prevention. Providers found storing card information may be terminated from the Wisconsin Shares program.

► After families pay

1. Contact Wisconsin Shares if a family overpays

But first, talk to the family and see if you can pinpoint and/or resolve the billing error yourself. Don't forget to issue a receipt for any related transactions.

2. Continue to keep accurate records

Using a Sign In/Sign Out sheet to track childrens' attendance is still required.

3. Stay up to date with Wisconsin Shares

Knowing the latest program rules and regulations is important. Joining the Wisconsin Shares mailing list is an easy way to get the updates you need. Sign up at dcf.wisconsin.gov/childcare/email-signup

Support is always within reach

24/7 resources

Visit 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

Help is never more than a phone call away. For general inquiries, call MyWICChildCare customer service at 1-877-201-7753.

Help prevent fraud

Concerned someone may be using their MyWICChildCare subsidy inappropriately or fraudulently? Helping prevent fraud only takes a moment. Call the DCF Fraud Hotline at 1-877-302-3728 if you suspect MyWICChildCare card misuse of any kind, or email dcfmbchildcarefraud@wisconsin.gov to share your concerns. Found a lost, stolen or damaged card? Report it at 1-877-201-7753.

