The power to make child care payments is in your hands

Here’s how it works:

Every month, your state child care subsidy gets loaded onto your MyWIChildCare EBT card, so you can pay your child care provider directly. You’ll be able to choose the right payment option for you: in person, online, even over the phone.* And MyWIChildCare cards only work for making child care payments, so you don’t have to worry about financial mix-ups.

Best of all, when you are directly responsible for your own child care payments, you can see the complete financial picture: the total cost of your child care, the amount of state support you receive, and any additional money you may owe your provider. That’s a good thing. Because the more you know, the better your child care decisions can be.

*Payment options vary. Talk to your child care provider for more information.

About Wisconsin Shares

Each month, Wisconsin Shares helps about 27,000 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 wishares.wisconsin.gov

To find quality child care in your community, visit childcarefinder.wisconsin.gov

Need help?

For easy-to-use tools and 24/7 access to your MyWIChildCare account and payment information, visit ebtedge.com

To talk to a friendly MyWIChildCare customer service representative, call 1-877-201-7601

The Wisconsin Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 422-6080 or 711 for TTY. For civil rights questions call (608) 442-6889 or 711 (TTY).
Using Your Card

Using your card is simple and easy.

Get Started
When your card arrives automatically in the mail, activate your account:
• Look for the instructions that come with your card.
• Call 1-877-201-7601 or visit ebtedge.com to set up your account.
• Set a Personal Identification Number (PIN) you can remember—and don’t share it with anyone else.
• Make payments with 24/7 access.

Get Help
Free, helpful support for your MyWIChildCare card is always within reach:
Visit ebtedge.com for easy-to-use tools and 24/7 access to your MyWIChildCare account and payment information.
Call 1-877-201-7601 to talk to MyWIChildCare customer service. They can help you:
• Activate your card
• Replace a lost, stolen, or damaged card
• Create or change your PIN
• Check your child care subsidy balance

Have a question about your child care subsidy? Contact your local child care agency.

Good Habits
These tips may help you keep payments simple and secure:
• Ask for a copy of your child care provider’s price sheet.
• Know the cost of care for each of your children, before and after your subsidy is applied. Talk about any additional costs you may be responsible for with your provider.
• Understand your provider’s payment policies, including payment schedules, deadlines, grace periods, and late fees.
• Find out about your payment options, like paying online, in person, or over the phone.
• Keep the receipt for every child care payment you make.
• Don’t share MyWIChildCare card information, like your account balance or PIN, with anyone.
• Never let anyone else use your MyWIChildCare card.

Payment Problems
Have a billing question or concern? Always talk to your provider to solve any payment errors or disagreements. DCF and your local child care agency will not resolve payment disagreements between families and providers.

Changing Providers
MyWIChildCare cards pay one specific provider at a time. If you need to change providers, you must contact your local child care agency:
• Ahead of time, so they can help you plan for any changes to your child care subsidy
• One full month before you switch child care providers
• Immediately, if your child stops attending your current provider or a last-minute change in providers occurs

Managing Your Subsidy
Manage your money so it works for you.

When you understand how your Wisconsin Shares child care subsidy works, you can help your family get the support they need.

Monthly Balance
As long as you’re authorized to receive Wisconsin Shares child care subsidies, they will be deposited onto your MyWIChildCare card each month. Know the details:
• Subsidies for a month of child care are usually available on the first day of the month.
• Unused subsidies rollover to the next month’s balance. Subsidies that aren’t used within 90 days of their issue date will be removed from your card.

When Things Change
Notify your local child care agency within 10 days of any change that may affect your subsidy, including:
• A new home address
• A change in income
• A change in the size of your household