

Putting the responsibility for child care payments in families' hands

Here's how it works:

Every month, families' **state child care subsidies will get loaded onto personal MyWICildCare cards** they can use to make their own child care payments. And since MyWICildCare cards are only good at eligible child care providers, your business can **count on a state-secured payment you can accept in person, online, even over the phone**—making getting paid for providing quality child care easier and faster.

Best of all, MyWICildCare cards mean **a lot less paperwork for your business**. No more submitting attendance report forms to receive reimbursement, 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

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 MyWICildCare account and payment information, visit ebtedge.com

To talk to a friendly MyWICildCare customer service representative, call **1-877-201-7753**



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).



Streamlining the way
providers
get paid for child care



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

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Payments

MyWIChildCare cards transfer state subsidies electronically for fast, easy payments. Make sure your business is ready.

Know Your Responsibilities

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 monthly 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.
- 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 MyWIChildCare card holders in return for a MyWIChildCare payment.
- **Never directly refund MyWIChildCare 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 MyWIChildCare 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 MyWIChildCare 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 MyWIChildCare payments.

Get Help

Free, helpful support for MyWIChildCare is always within reach:

24/7 Resources

Visit ebtedge.com for direct, 24/7 access to your MyWIChildCare 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. MyWIChildCare customer service can help you:

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

Best Practices

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

Before Families Pay

Start with a straightforward pricing sheet for families, so they understand their responsibilities—and the value of quality child care.

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

Explain the payment methods you accept, like paying online, in person, 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.

Keep track of each transaction and the period of care it pays for, to help you answer any questions later.

After Families Pay

Contact Wisconsin Shares if a family overpays. Providers should never directly refund MyWIChildCare payments, in whole or in part, to Wisconsin Shares families.

Continue to keep accurate attendance records. Using a Sign In/Sign Out sheet to track children's attendance is still required, but providers no longer need to submit an Attendance Report Form to receive reimbursements.