



What Parents Need to Know About MyWIChildCare

This is a summary of you need to know about MyWIChildCare. Also, refer to the MyWIChildCare letters, brochures, and postcards that were sent to you through the mail. If you have further questions, contact your child care worker.

The Department of Children and Families (DCF) has changed the way it pays for subsidized child care. The MyWIChildCare EBT card puts the payment responsibility into the hands of the parents, instead of the state. Parents can now see the total amount of Wisconsin Shares subsidy, will be aware of the full cost of child care, and are responsible for any additional money owed to the child care provider.

Parents will need to:

- **Know the full cost of child care**
 - Ask for a copy of the child care provider's price sheet
 - Talk about any additional costs you may be responsible for with your provider
 - If your subsidy amount doesn't cover the full cost of child care, you are responsible for paying the balance owed to the child care provider (parent share)
 - Need to keep track of how much they have paid their child care provider
 - Get a receipt for every payment made
- **Know their child care provider's payment policies**
 - Payment schedules, deadlines, grace periods, and late fees
- **Pay the child care provider directly**
 - Three easy ways to pay: online, over the phone, or in person
- **Provide their work and/or school schedules in to get an authorization**
 - If your schedule changes, notify your child care worker within 10 calendar days of the change
- **Request extra child care if it is needed, when school is closed**
 - Know your child's school schedule and school closed days
- **Plan ahead before changing child care providers**
 - Contact your local child care agency prior to the last business day of the month before you switch child care providers, or immediately if your child stops attending your current provider
- **Notify their local child care agency within 10 days of any change that may affect their subsidy, including, but not limited to:**
 - A new home address
 - A change in income
 - A change in the size of your household
- **Work with the child care provider to resolve payment disagreements**
 - Always talk to your provider to solve payment errors or disagreements

For additional information, visit the Wisconsin Shares web page at wishares.wi.gov, or the MyWIChildCare web page at mywchildcare.wi.gov. For questions about using your EBT card, visit ebtedge.com or call a MyWIChildCare customer service representative at 1-877-201-7601.

DCF 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 call 608-422-7000 or the Wisconsin Relay Service (WRS) – 711 TTY. For civil rights questions, call 608-422-6889 or the Wisconsin Relay Service – 711 TTY.