



What Parents Need to Know about the MyWICChildCare EBT Card



This is a summary of what you need to know about the **MyWICChildCare EBT card**. See the Department of Children and Families website for additional information.

<https://dcf.wisconsin.gov/mywchildcare> OR <https://dcf.wisconsin.gov/wishares/parents>

With the MyWICChildCare EBT card you can take control of how you pay your child care provider. Speak with your child care provider and make sure they have a Provider/Parent Written Payment Agreement form so you know the full cost of child care.

- **Once you have your authorization**, your MyWICChildCare card is mailed to you. The money on the card is specific to your authorized child care provider.
- **To activate the card**, call the Fidelity National Information Service (FIS) customer service line (1-877-201-7601), or visit the ebtEdge website (www.ebtedge.com/gov/portal/PortalHome.do) to create an account. **You will not need to get a new card for a new authorization.**
- **Here are tips to keep your personal information safe:**
 - Treat your card like a debit card. Never share your MyWICChildCare card, account number, or PIN with your child care provider or anyone else.
 - Keep your card in a safe place.
 - Do not write your PIN on your card.
 - Select a PIN that is difficult to guess.
 - Never share a photo, or copy of your card, account number, or PIN.
- **When changing child care providers:**
 - Contact your local child care agency as early as possible before you switch child care providers, or immediately if your child stops attending your current provider
 - Changes must be requested **before the end of the month**
- **Notify your local child care agency within 10 days of any change that may affect your subsidy, such as:**
 - A new home address
 - A change in income
 - A change in the size of your household
 - A change in child care need or nonattendance
- **Work with your child care provider to resolve payment disagreements**
 - Always talk to your provider to solve payment errors or disagreements





What Parents Need to Know about the MyWIChildCare EBT Card *(continued)*



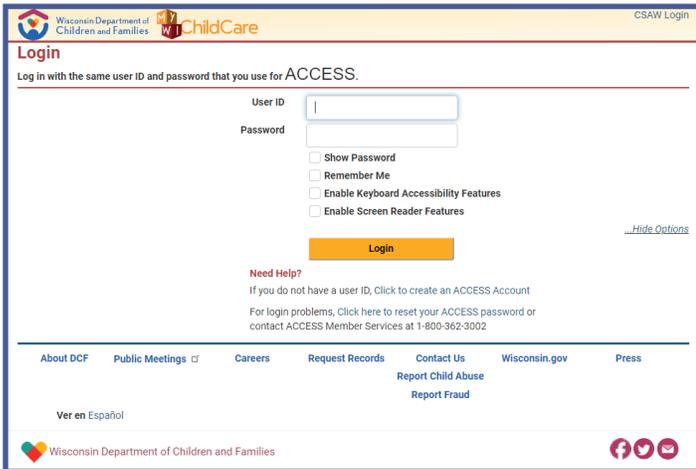
For additional information, visit the Wisconsin Shares webpage at wishares.wi.gov, or the MyWIChildCare webpage at mywichildcare.wi.gov.

For more information about the Parent Portal, visit the MyWIChildCare Parent Portal Information webpage. dcf.wisconsin.gov/childcare/parent-portal/info

For questions about using your EBT card, visit ebtedge.com or call a MyWIChildCare customer service representative at 1-877-201-7601.

If you suspect fraud, or if someone asks for or takes your card or account information, contact the Department of Children and Families at dcfmbchildcarefraud@wisconsin.gov.

Use the **Child Care Parent Portal** to manage your Wisconsin Shares child care subsidy needs. mywichildcareparents.wisconsin.gov



The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

