



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>

The MyWICChildCare EBT card puts the payment responsibility into the hands of the parents, instead of the state. Parents can see the total amount of Wisconsin Shares subsidy, know the full cost of child care when their provider uses a Parent Payment Agreement, and are responsible for any additional money owed to the child care provider.

Parents will need to:

- **Know the full cost of child care and your provider's payment policies**

- Ask your provider for a **Parent Payment Agreement** (this will be an individualized form for each family) and a copy of the provider's payment policies
- Payment policies are outlined in your provider's written payment agreement, that you need to **carefully review and sign**. This document is required by the Department of Children and Families.
- Know the payment schedules, deadlines, grace periods, and late fees
- 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)
- **Keep track of how much you have paid** your child care provider through your own funds and through the EBT card
- **Get a receipt** for every payment made

- **Pay your child care provider directly**

- Three easy ways to pay: online, over the phone, or in person
- Use your **MyWICChildCare Parent Portal** to review your authorization—hours authorized, location authorized for, and amount loaded to your EBT card for the month
- There is also a **link to EBT Edge** to make a payment online

- **Provide your work and/or school schedules to get an authorization**

- If your schedule changes, notify your local agency 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** 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**





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



- **Notify your local child care agency within 10 days of any change that may affect your subsidy, including, but not limited to:**
 - 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
 - Be careful when making payments. Any payment made in error may need to be paid back.

For additional information, visit the Wisconsin Shares webpage at wishares.wi.gov, or the MyWICChildCare webpage at mywchildcare.wi.gov.

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

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

mywchildcareparents.wisconsin.gov

For more information about the Parent Portal, visit the MyWICChildCare Parent Portal Information webpage.

dcf.wisconsin.gov/childcare/parent-portal/info

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.

