



NC Nutrition Services Branch eWIC Pilot kicks off successfully!

Participants in seven local WIC agencies in southeastern NC have been using eWIC since October 2017. This is the second of several updates the Nutrition Services Branch (NSB) will be sending about the eWIC project.

Some numbers for your information!

As of November 4, 2017, 4890 eWIC cards have been issued.

\$350,000.00 in eWIC purchases have been redeemed at 127 eWIC-approved vendors.

NSB is very appreciative of the efforts Pilot staff have made and continue to make in bringing eWIC to NC successfully.

What Pilot staff are saying:

“eWIC is EASIER than I ever thought it would be!”

“Staff AND participants love eWIC!”

“Issuing an eWIC card in Crossroads is simple!”

“Goodbye MICR printers!”

What participants love:

- Convenience: being able to buy as little or as much as they need during a shopping trip
- Anonymity: the eWIC card is more anonymous than FIs
- Bnft™ app: being able to check their available balance and identify WIC-approved foods while they shop
- Accessibility: having three ways of getting help: the Bnft™ app, Bnft™ online website, Interactive Voice Response (IVR) system

FAQ #1: What if a participant with an eWIC card transfers to my paper clinic?

If a family has eWIC food benefits for the current or future months and has transferred outside the Pilot area, the family can do one of the following:

1. Redeem eWIC food benefits for the current and future months at a local vendor accepting eWIC. (Currently Food Lion, Wal-Mart and Harris Teeter are enabled state-wide.)
2. Redeem eWIC food benefits for the current month and void future eWIC food benefits from their eWIC account and reissue food benefits as paper Food Instruments.

After the transfer occurs, the participant’s eWIC card will continue to be in an active status. The participant may keep the eWIC card as it will be used when the paper-based clinic becomes eWIC.

If a participant with eWIC transfers to your paper clinic and wants to use their eWIC card at a local vendor, your local agency Vendor Coordinator should work with the vendor to confirm that they are ready to perform the transaction BEFORE the participant goes shopping. Please see the attached resource on Transferring and eWIC for more information.

FAQ #2: If a child and/or infant is placed in foster care how do we handle eWIC issuance?

If a child is transferred into a foster family and other participants (mom/sibling(s)) remain in the biological family, then the biological family’s card remains active. A foster child is always issued a separate card. Crossroads will calculate the benefits to be placed in each account.

If a foster child is moved to a new foster family, the eWIC card should travel with the foster child. If the eWIC card is not retrievable it should be deactivated and a new eWIC card issued to the new foster family. The foster child’s DOB is used to PIN their eWIC card, not the DOB of the foster parent.