

COVID 19 WIC Updates – Updated 10/5/20

WIC is open for business! Through February 20, 2021, all appointments and benefit issuance will be completed by phone for your and your family's protection.

Important Notes:

- **Your eWIC card and benefits are still valid and effective.** You do not need a new card. If your card is lost or stolen, please call the WIC office and a WIC staff person will get back to you as soon as possible about a replacement card. eWIC cards will be mailed as the Courthouse is currently closed to the public.
- **WIC foods are still available.** There is no shortage of food in the warehouses. State WIC staff are working to assure adequate supply of WIC approved foods.
- If you or your child(ren) are due for recertification or nutrition education/benefit issuance, you will need a phone visit with WIC Staff. We will call you. If you do not get a call by your scheduled appointment date/time, we may be having trouble reaching you. Please call us in order to continue WIC services and receive benefits.
- **For your WIC recertification appointment** – be prepared to submit your proofs electronically. WIC staff will send you an email through a program called IntakeQ for you to securely submit your proofs. It will also include the WIC Rights & Responsibilities form that needs to be electronically signed and submitted. Visit <https://www.dhs.wisconsin.gov/wic/income-guidelines.htm> for acceptable proofs.
- If you or your child has visited the doctor in the past 60 days, please also have available the weight, height and hemoglobin value and dates taken. This can be found on your clinic patient health portal or given as a print out by your provider.
- WIC is here for your family when finances are tight. If your family is experiencing a temporary decrease of income or unemployment, please call to see if you qualify. WIC food packages are valued at about \$60/person a month.
- WIC staff thank you for your patience as we work through this quickly changing situation. We are working remotely with reduced staff at this time but can assure you we will continue to offer you confidential and personalized support.
- If you have not done so yet, please download the Wisconsin MyWIC app in the [Apple Store](#) or [Google Play store](#) which allows you to receive messages from the State WIC office, verify your benefit balance, and help shop for WIC foods.
- Please update WIC staff if there is a change in your address, phone number or email address and assure your voicemail is set up and able to receive message to prevent a lapse in your WIC participation and benefits.

WIC office phone (please leave a message and we will return your call): 715-726-7903

WIC cell phone: 715-495-3157