

Retailer eWIC Frequently Asked Questions

Store Transaction

1. How many eWIC cards can a family have?

Answer: 1 per “family”, however, a customer may have more than one card if they are shopping for more than one “household/family”, for example, a foster mother may have several cards (one for each child). The store will need to guide the customer on how to run the transaction (separate or together).

2. Can the WIC participant (person issued the card) allow someone else to shop for them?

Answer: Yes, the person who is issued the card may provide the card and PIN to a “proxy”. The store cannot require ID, compare signatures or otherwise require proof of ID or WIC authorized status. The authorized person on the account is responsible to educate any proxy on what to buy and how to use the card.

3. Will signatures still be checked at the store?

Answer: No. The participant, or their proxy, may purchase WIC foods using the card and the PIN.

4. Can a participant do “mixed basket” at the counter and the WIC items be automatically deducted when the card is swiped?

Answer: Generally, the participant may run all of their products through the line at the same time. Most stores can handle multiple tenders (eWIC, SNAP, credit, cash, etc.). However, to be sure, the participant should let the cashier know they will be using eWIC. If the store requires that you separate out your WIC products (if they have a “stand beside”) then the cashier should help to organize the transaction. WIC card must be swiped FIRST, before any other tender.

5. Once eWIC is rolled out, will we still see checks?

Answer: Yes, for a while. The state will be transitioning participants from checks to cards between June 2017 (pilot region) through the end of October 2017 (possibly November). As of November 30, 2017 you will no longer see WIC checks in the store.

Food List Access/UPC Approvals

6. How will the customer know what is allowed?

Answer: There are two things to know here, what foods are WIC approved and what the person has available on their account (balance).

For the **WIC approved foods**- the best resource is the WIC Approved food List provided to them by the clinic. This information may also be accessed on the WIC Shopper App if available.

For the **Balance Inquiry**- the cashier may run a “balance inquiry” in the store; the customer may reference their most recent store receipt; view their balance online at www.mybnft.com; or, call 844-583-3237.

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7. If a food item that I think should be authorized is not scanning, how do I send that information to WIC?

Answer: There are a couple of options. If you have the WIC Shopper App on your smartphone, you can submit the product code, product information, and pictures (front and back labels) to the WIC State Office. You may also go to our website at www.wic.mt.gov and submit your pictures and the product information via a fillable form that can be submitted electronically. We will review and either approve or deny within 3-5 business days. If you would like to follow up on the status, you may do so by calling 800-433-4298 or emailing wicupc@mt.gov

Getting Assistance- Who to contact

8. As a WIC Vendor, who do I contact for different types of questions?

- a. Questions on eWIC Vendor policies or authorized foods

Answer: Call State Office at 800-433-4298, hit 0 for live person or 1 for helpdesk

- b. Submit possible missing food items

Answer: Use State Office form (online or via App, see #6)

- c. Questions on eWIC payment adjustments

Answer: Your TPP or Solutran Help Desk at 866-730-7746 or email ebtsservices@solutran.com

- d. Questions on my integrated POS

Answer: ECR Provider or your TPP

- e. Questions on my stand beside POS

Answer: Solutran Help Desk at 866-730-7746 or email ebtsservices@solutran.com

9. How do I report a complaint about a WIC participant?

Answer: You may call your local WIC clinic (locate number at www.wic.mt.gov) or call the State office at 800-433-4298, press 0; you may refer to your retailer manual and submit the Participant Complaint Form also.

10. As a new retailer applying to the program, will WIC provide a stand beside device? Will the new retailer have to pay any fees for its use? What about maintenance/replacement costs?

Answer: In general new stores will be expected to be eWIC ready when applying for the program. Any store that is currently able to take multiple forms of tender (such as credit and SNAP and cash combined) is able to also handle eWIC. However, to allow for adequate access in Montana, the program will consider assistance with Stand Beside set up through our eWIC contractor, Solutran. In this case, the financial responsibility is on the State WIC program.