



# WELCOME

To Michigan WIC



# What is WIC?

- WIC is a nutrition program that helps women, infants and children through an important time of growth and development.
  - WIC provides nutritious foods, nutrition education, breastfeeding support, and referrals to other community programs to improve and support clients' health and well-being.
    - Women receive support and education to have healthy pregnancies and get breastfeeding off to a good start.
  - Parents and caregivers learn about feeding and caring for their infants and young children.
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## What can you expect from WIC?

### NUTRITION EDUCATION

WIC offers tips and advice to help you feed and care for your family in a healthy way. Our nutrition counselors and registered dietitians will work with you to meet your family's needs. We also offer online nutrition education at [www.wichealth.org](http://www.wichealth.org).

### BREASTFEEDING EDUCATION AND SUPPORT

WIC provides educational materials and support for breastfeeding through peer counselors, lactation specialists, classes, and moms groups. WIC can also help with how to use a breast pump and returning to work.

### REFERRALS

WIC helps you find health care, immunizations, and gives referrals to other community programs.

### WIC FOODS

WIC gives you benefits for healthy foods.

### EQUAL TREATMENT

WIC treats you the same no matter what your race, color, age, national origin, disability, or sex.

### FAIRNESS

You may ask for a hearing if you do not agree with WIC staff about your eligibility for WIC.

### TRANSLATION SERVICES

Upon request, WIC can provide translation services.



## Who is eligible for WIC?

- Women who are pregnant, breastfeeding, or who recently had a baby. You can stay on WIC for one year after your baby is born if you are breastfeeding, or six months if you are not breastfeeding.
- Infants from birth to 1 year of age.
- Children from 1 year of age to their 5th birthday.
- Clients must live in Michigan and meet income guidelines.
- You will need to renew your WIC certification yearly, as applicable.

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## What happens at your WIC appointment?

WIC will check to see if you and/or your child is eligible.

This means you will need to bring:

- Proof of Identity
- Proof of Address
- Proof of Income (Medicaid card, pay stub, or W-2)
- You and/or your child (weight, height, and blood iron will be measured)

If eligible, you will:

- Talk to a health professional about good nutrition and healthy eating for you and your family.
- Receive an EBT card to purchase WIC approved foods.
- Make an in-person or online appointment every three months to continue receiving WIC foods and nutrition education.



# What will you learn at WIC about nutrition?

## WOMEN

- How to eat healthy during pregnancy and after baby arrives
- How to breastfeed and why it is important

## INFANTS

- How to feed your baby
- How to keep your baby healthy with good nutrition
- How to protect your baby's teeth to prevent baby bottle tooth decay

## CHILDREN

- How to feed your child
- How to keep your child healthy with good nutrition and physical activity

### **Smoking, Alcohol, and Drugs**

Substance abuse can affect people at all times in their life. Smoking, alcohol, and drugs can harm your baby and affect everyone in the family.

### **While Pregnant**

When you are pregnant, smoking, using alcohol, or using other street drugs can hurt you and your unborn baby. Using prescription and over-the-counter medicines incorrectly can also harm your baby. This includes drugs your doctor prescribed before you were pregnant, and nonprescription drugs such as aspirin, and cold/cough medicine. Check with your doctor before you take any medicines. Some of these problems can last a lifetime for you and your baby.

### **After Baby Comes**

After your baby is born, stay drug-free. Your baby depends on you for love and care. Smoking, using alcohol or street drugs, or abusing or misusing prescription drugs, can affect your parenting skills too.

### **Need Help?**

Talk to someone in the WIC office, a doctor, or other health care or social service worker if you need help quitting smoking, alcohol, or other drugs. They will know where to go for help.



# Breastfeeding - The Perfect Food

Your milk is made specifically for your baby! It is all your baby needs for the first six months. Breastfeeding is important for your baby's brain development. As your baby grows, your milk changes to meet their needs. It helps protect your baby from infections, illnesses, and sudden infant death. Research has shown that babies NOT breastfed are sick more often.

Breastfeeding is good for moms too! Breastfeeding helps you lose weight, keeps your bones healthy, and lowers your risk for breast, cervical, and ovarian cancers, and postpartum depression.



# What foods might I get with my Michigan WIC Bridge Card?



MILK, CHEESE & EGGS



PEANUT BUTTER AND DRY & CANNED BEANS OR PEAS



YOGURT



SOY BEVERAGE



WHOLE WHEAT PASTA



CANNED FISH



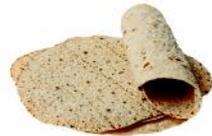
JUICE



CEREAL



INFANT FOODS:  
FRUITS, VEGETABLES,  
MEATS, AND CEREAL FRESH VEGETABLES



SOFT CORN AND WHOLE WHEAT TORTILLAS



WHOLE WHEAT/WHOLE GRAIN BREAD AND BUNS AND BROWN RICE AND OATMEAL



FRESH FRUITS

# What WIC expects of you:

## KEEP APPOINTMENTS

Please call your WIC clinic if you need to reschedule.

## COMMON COURTESY

Treat WIC and store staff with respect and courtesy.

## HONESTY

You can only participate in WIC at one clinic. Always provide accurate information to the WIC staff. If information provided is not true, you may be taken off the program, have to pay back money for food you should not have received, or face legal charges.

## USE THE MICHIGAN WIC BRIDGE CARD CORRECTLY

This means:

- Shop at WIC approved stores.
- Buy only the foods listed on your Shopping List.
- Use the WIC Bridge Card between the dates listed on the Shopping List.
- Do not return WIC foods for cash or credit, sell the WIC Bridge Card, or sell WIC foods.
- Keep your WIC Bridge Card safe. If your WIC Bridge Card is lost or stolen, contact Customer Service at **1-888-678-8914**.

Remember, in order to continue receiving WIC benefits, you must complete all your required visits.

\* *Keep your WIC Bridge Card safe. It is like money.*



# How do I use my Michigan WIC Bridge Card at the grocery store?



Print  
Name



AUTHORIZED SIGNATURE

[Signature line]

Sign  
Name



NAME PRINTED

Misuse of this card is unlawful. Do not write your PIN on this card.



[www.ebt.acs-inc.com](http://www.ebt.acs-inc.com)

or call **Customer Service 1.888.678.8914**

Michigan Relay Center (MRC) for Deaf/Speech Impaired: 1.800.649.3777 TTY

If found or no longer in use, return to: P.O. Box 81129 • Austin, TX 78708-1129

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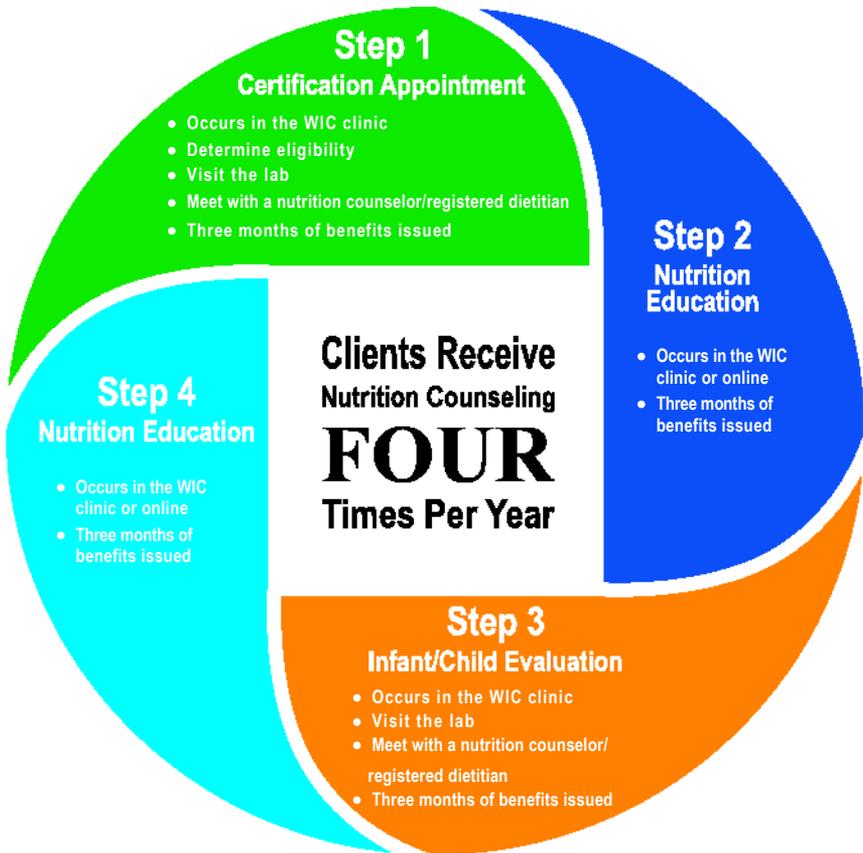
- 1 Use your WIC Shopping List when shopping with your Michigan WIC Bridge Card. See the section on page 11 *“How will I know my food benefit balance?”* for ways to obtain your current WIC food balance.
- 2 With your current WIC Shopping List and WIC Food Guide, go through the store and select the WIC food items you want to buy.
- 3 It can be helpful to separate your WIC approved food items from your other groceries at the checkout lane.
- 4 Tell the cashier that you are using your Michigan WIC Bridge Card.
- 5 You or the cashier will swipe your card through the point of sale (POS) machine (or card reader).
- 6 Enter your 4-digit PIN.
- 7 Give the cashier any manufacturer or store cents-off coupons.
- 8 The cashier will scan each item to confirm it is a WIC approved food item, on your WIC Shopping List, and that the food items can be purchased that day.
- 9 The cashier will enter the amounts of the cents-off coupons and total all of the WIC food items.
- 10 If your fruit and vegetable purchase total is more than your cash value benefit amount, you can pay the difference.
- 11 The cashier will give you a WIC EBT receipt. Make sure you have your card and receipt when you leave the store.

\* Remember, WIC food items and infant formula cannot be returned or exchanged for cash or other products.



# One Year of WIC

See the infographic below for a visual explanation of how WIC works if one remains on the program for a full year certification.



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## What happens if you move?

You must contact your WIC clinic staff if you plan to move or change your address. Call the WIC Program in your new area right away. To find the nearest WIC Program in Michigan, call **211**.



## When do I call Customer Service (1-888-678-8914)?

- Call if your card is lost or stolen. Always call the minute you find out your card is gone.
  - Call if your card is damaged or will not work.
  - Call if you need to know your WIC food balance and do not have your shopping list, your last store receipt, or cannot go to <https://www.connectebt.com/ebtcard/miwic/index.jsp>
  - Call if you forgot your PIN or would like to change your PIN.
  - Call if you have questions or need help with your card.
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## How will I know my food benefit balance?

You can get your WIC food balance by:

- Checking your last store receipt.
  - Using the balance inquiry terminal at the store. • Going to <https://www.connectebt.com/ebtcard/miwic/index.jsp>
  - Calling Customer Service at **1-888-678-8914**.
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## What if I forget my PIN?

If you forget your PIN, call Customer Service at **1-888-678-8914** to choose a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to figure out.

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## What if I enter the wrong PIN?

If you are having trouble remembering your PIN, call Customer Service at **1-888-678-8914** to choose a new PIN. If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered on the fourth try, you won't be able to use your card until 12:01AM Eastern Standard Time the next day.

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## What if the store doesn't have the foods?

Grocers are not allowed to give rain checks in WIC. If a grocery store is often out of the foods listed on your WIC Shopping List, speak with the store manager. If you still have concerns, call your local WIC clinic or call the state WIC office at **1-800-942-1636**.



## Call your WIC clinic:

- If you have questions about nutrition or breastfeeding or would like help with breastfeeding.
- If you can't keep your next appointment.
- If your name, address, or phone number changes.
- If you have questions or need help with your WIC Bridge Card.
- If you have comments or concerns. **Your feedback is important to us.**

✳ *Call WIC as soon as you know you are pregnant. The sooner the better for both you and the baby!*

## Find a WIC clinic:

To find the nearest WIC clinic in Michigan go to [www.michigan.gov/WIC](http://www.michigan.gov/WIC) Click on Local WIC Agencies or call 211.

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## Questions about WIC fraud:

If you know a store or client that is cheating or abusing WIC, call **1-800-CALL-WIC (1-800-225-5942)** or email [wicfraudinvestigations@michigan.gov](mailto:wicfraudinvestigations@michigan.gov).

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## WIC Bridge Card Customer Service:

**1-888-678-8914**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) [email: program\\_intake@usda.gov](mailto:email_program_intake@usda.gov).

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