

FAQs for Local Agency WIC Staff

How do clients PIN their WIC EBT Cards?

Call the Interactive Voice Response Unit (IVRU), an Automated Customer Service number at 1-888-678-8914, choose language option, then option 2 for WIC, enter 16-digit card number, and follow prompts,

or

Use www.ebtEDGE.com portal or app.

How to order WIC EBT Cards

Submit orders to the State WIC Division using Survey Monkey, sent to agencies on a quarterly basis.

Will the WIC EBT Bridge Cards (with the bridge image) still work after the conversion (August 30, 2021)?

Yes, but please replace the cards as the clients come into the office.

Will the same PIN work on the new cards?

Yes, the PIN will transfer to the new card.

How do clients verify benefits?

- IVRU phone number
- ebtEDGE Cardholder Portal or App
- WIC CONNECT App
- Balance inquiry at a grocery store

What if staff have questions about the EBT process?

Email to: MDHHS-WICEBTQUESTIONS@Michigan.gov (This email is for LA staff ONLY.)

What if there are questions about ordering WIC EBT Cards?

Email: MDHHS-WICCARDORDER@Michigan.gov (This email is for LA staff ONLY.)

If a client needs a card replaced, what should they do?

The clinic can issue a replacement card, or they can call the IVRU at 1-888-678-8914 to request a new card, which could take 7-10 days. If their benefits are going to expire, the clinic should issue the card.