

The power to make child care payments is in your hands

Here's how it works:

Every month, your state child care **subsidy gets loaded onto your MyWICildCare EBT card**, so you can pay your child care provider directly. You'll be able to **choose the right payment option for you**: in person, online, even over the phone.* And MyWICildCare cards only work for making child care payments, so you don't have to worry about financial mix-ups.

Best of all, when you are directly responsible for your own child care payments, you can **see the complete financial picture**: the total cost of your child care, the amount of state support you receive, and any additional money you may owe your provider. That's a good thing. Because the more you know, the better your child care decisions can be.

*Payment options vary. Talk to your child care provider for more information.



About Wisconsin Shares

Each month, Wisconsin Shares helps eligible families pay for child care services so they can go to work or school knowing their children are in safe, caring settings.

To learn more about Wisconsin Shares, visit dcf.wisconsin.gov/childcare/wishares

To find quality child care in your community, visit childcarefinder.wisconsin.gov

Need help?

For easy-to-use tools and 24/7 access to your MyWICildCare account and payment information, visit ebtedge.com

To talk to a MyWICildCare customer service representative, have your card number handy and call **1-877-201-7601**



The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.



Improving the way
your family
pays for child care





Using Your Card

Using your card is simple and easy.

Get Started

When your card arrives in the mail, activate your account:

- Look for the instructions that come with your card.
- Call **1-877-201-7601** or visit **ebtedge.com** to set up your account.
- Set a Personal Identification Number (PIN) you can remember—and don't share it with anyone else.
- Make payments with 24/7 access.

Get Help

Free, helpful support for your MyWICChildCare card is always within reach:

Visit **ebtedge.com** for easy-to-use tools and 24/7 access to your MyWICChildCare account and payment information.

Call **1-877-201-7601** to talk to MyWICChildCare customer service. They can help you:

- Activate your card
- Replace a lost, stolen, or damaged card
- Create or change your PIN
- Check your child care subsidy balance

Have a question about your child care subsidy?

Contact your local child care agency.

Good Habits

These tips may help you keep payments simple and secure:

- Ask for a copy of your child care provider's price sheet.
- Know the cost of care for each of your children, before and after your subsidy is applied. Talk about any additional costs you are responsible for with your provider.
- Understand your provider's payment policies, including payment schedules, deadlines, grace periods, and late fees.
- Find out about your payment options, like paying online, in person, or over the phone.
- Keep the receipt for every child care payment you make.
- Don't share MyWICChildCare card information, like your account balance or PIN, with anyone.
- Never let anyone use your MyWICChildCare card.



Managing Your Subsidy

When you understand how your Wisconsin Shares Child Care subsidy works, you can help your family get the support they need.

Monthly Balance

As long as you are authorized to receive Wisconsin Shares child care subsidies, they will be deposited onto your MyWICChildCare card each month. Know the details:

- Subsidies for a month of child care are usually available on the first day of the month.
- Unused subsidies roll over to the next month's balance. Subsidies that aren't used within 90 days of their issue date will be removed from your card.

Payment Problems

Have a billing question or concern? Always talk to your provider to solve any payment errors or disagreements. **DCF and your local child care agency will not resolve payment disagreements between families and providers.**

Changing Providers

MyWICChildCare cards pay one specific provider at a time. If you need to change providers, you must contact your local child care agency:

- **Ahead of time**, so they can help you plan for any changes to your child care subsidy.
- **Before the last business day of the current month**, if you plan to change providers next month.
- **Immediately**, if your child stops attending your current provider or a last-minute change in providers occurs.

When Things Change

Notify your local child care agency **within 10 calendar days of any change** that may affect your subsidy, including:

- A new home address
- A change in income
- A change in the size of your household
- A change in marital status
- A loss of a job
- A change in child care need
- If your child will be absent for 20 or more consecutive days

For the full list of changes to report, refer to your Notice of Eligibility or your Authorization Notice.