



- **How do I apply?**
 - Call (Greensboro: 336.641.3214 or High Point: 336.641.7571) or come by the WIC office to set up an appointment.
- **What do I do if I don't have all of the required documentation when I come to my appointment?**
 - It is important that you bring all required documentation to your WIC appointments and your WIC wallet and eWIC card (if you are already on WIC).
 - However, if you forget to bring part or all of your documentation, we will work with you to ensure that you have an appointment within processing standards.
 - In the worst case scenario, we will place you in pending status until you bring in the appropriate information for documentation.
- **What do I do if I miss my appointment?**
 - If you miss any appointment other than a certification appointment, you can come in the WIC office during regular pick up hours (8-11 am & 1-4 pm) to reschedule your appointment and receive food benefits.
 - If you miss a **certification appointment**, call the WIC office (Greensboro: 336.641.3214 or High Point: 336.641.7571) in order to reschedule your appointment.
 - Note that missed certification appointments can result in loss of WIC benefits until you attend the certification appointment and successfully complete the process.
- **When are regular pick up hours in WIC?**
 - Regular pick up hours are from 8am-11am and 1pm-4pm daily.
 - We finish up morning clinic and prepare for afternoon clinic from 11am-1pm.
- **What do I do if the store will not allow me to get a WIC approved item?**

- Ask for a customer service manager or store manager.
- Refer cashier to your shopping guide to compare the WIC approved item to the one that you are trying to purchase.
- If you are still having trouble purchasing the item, please call the WIC Vendor Manager, Kathy Fields, at 336.641-6590.
- **What do I do if I am running late for an appointment?**
 - If you are running late, please call ahead, for Greensboro: 336.641.3214 or High Point: 336.641.7571 and let us know. We will be better able to accommodate you or reschedule if we know in advance.
 - We allow a 15-minute grace period to be late for an appointment.
 - Please be advised that we receive a high volume of calls each day. If you are unsuccessful in reaching us after several attempts, please call the Guilford County Public Health Division of the Department of Health and Human Services main line 336.641.7777 and explain that you can't get through. They will redirect your call in an effort to assist you.
- **What if I can't bring my child to their scheduled appointment?**
 - If you are unable to bring your child to their appointment, you can have a proxy or designated person to do so for you except for certification appointments. You must send a signed and dated note from you with them giving them your expressed permission to bring the child to their appointment (except for certification appointments) and pick up food benefits for you.
- **What is a proxy?**
 - A proxy is someone who is at least 18 years old and stands in for the person initially authorized to act on behalf of the WIC participant.
 - Participants are encouraged to list a proxy (you can have up to 2) during each certification period because unforeseen circumstances can always come up to prevent a parent/guardian from attending an appointment. Their proxy is pre-authorized by the participant or their parent/guardian at the initial visit or recertification appointment to ensure that a designated person has that responsibility should the need arise.
- **Who can pick up my WIC? Can I have someone pick up vouchers for me and attend appointments that I cannot attend with my child?**

- Yes, you can have your designated proxy come in on your behalf in the event you are unable to be here except for certification appointments.
- You have the option to designate a proxy at each certification appointment. Please note that you must re-designate your same proxy at each recertification appointment if you wish for them to serve in that capacity for the next certification period.
- You can remove a proxy designation or add one at any time during a certification period. However, if you already have 2 designated proxies for the current certification period, you can't add anyone else.
- If your designated proxy is unavailable or there was never one listed for the current certification period, you can also write a letter giving a person of your choice permission to act on your behalf at your appointment except for certification appointments. That person needs to bring the letter from you (parent/guardian), all of the necessary information to complete the appointment, and their ID. They must have an acceptable form of ID with them or we can't issue WIC benefits.
- **Can someone else pick up my groceries for me using my WIC benefits?**
 - Yes, anyone that you choose to send to the store to buy your groceries for you can use your WIC vouchers or eWIC card to purchase your WIC approved items. If you have an eWIC card, the person you send to the store will need to know your PIN.
 - However, please note that WIC vouchers are widely recognized and easily used by others. Therefore, we strongly recommend that you treat your WIC vouchers the same as cash and keep them in a safe location at all times.
- **What do I do about lost, stolen or damaged vouchers?**
 - The WIC office is only allowed by the State to replace vouchers once within a 12-month period that have been stolen, burned in a fire or lost in a natural disaster. If you have lost your vouchers due to misplacing them, we will not be allowed to replace them.
 - A police report, fire report, or insurance report must be submitted, specifically listing the WIC vouchers in the contents of property damaged, stolen or lost in the report in order for the WIC office to replace your vouchers. There are no exceptions.
 - A copy of the report will be placed in the WIC participant's medical record to document and support the claim.
- **What do I do if my eWIC card is lost, stolen or damaged?**

- Visit your local WIC clinic to have your card replaced. Any unused benefits will be transferred to the new card that day.
- You can also call eWIC Customer Service at 1.844.230.0813 or order a replacement card on the Bnft™ App. Cards will be replaced by regular mail. You should receive your card in 5-7 business days.
- **What do I do if I forget the PIN number for my eWIC card or enter it wrong?**
 - Call eWIC Customer Service at 1.844.230.0813 or log on to www.mybnft.com or the Bnft™ App to change it.
 - If you enter your PIN wrong 4 times in a row, your card will be locked until midnight.
 - You can change your PIN by calling eWIC Customer Service at 1.844.230.0813 or log on to www.mybnft.com or the Bnft™ App.
 - If you do not reset your PIN, your card will automatically be unlocked at midnight, but you will still need to know your PIN in order to use your card.
- **How can I check my benefit balance on my eWIC card?**
 - Check your last receipt.
 - Log on to www.mybnft.com.
 - Check the Bnft™ App.
 - Call eWIC Customer Service at 1.844.230.0813.
 - Visit your local WIC clinic and ask them to print your benefit balance.
- **What are some benefits of using the Bnft™ App?**
 - You can check your current food benefits.
 - You can scan UPC labels in the store to see if foods are WIC approved for your food package.
 - You can set, change or unlock your PIN.
 - You can find your transaction history.
 - You can view future benefits.
 - You can order a replacement card.
 - You can recover your password or username.
 - You can send a secure message to customer service.
 - You can view a store location.
- **What types of formula does WIC offer?**
 - The NC WIC Program currently has Similac formulas on contract.
 - Our standard formulas are Similac Advance Stage 1 and Similac Soy Isomil
 - Certain other formulas are allowed with a prescription and a valid medical reason from the doctor.

- **How do I get the current formula my child receives changed if necessary?**
 - Our standard formula issued is Similac Advance Stage 1. You may switch to Similac Soy Isomil without a prescription.
 - If you would like to switch to any other NC WIC allowed formula choice, you will need a prescription from the doctor with a valid medical reason for the change. The prescription must also list the duration of time that the formula should be issued but cannot extend past the infant's first birthday.
- **When and how can I change my food package? (applies to non-formula packages)**
 - You can simply come into the WIC office during regular pick-up hours to make the change.
 - Be aware that you will not be able to change the benefits for the current month you are in if you have used any of the current month's benefits. You can still change your food package for the months following the current one.
 - If you have paper vouchers, be sure to bring all unused ones with you. Otherwise, we will not be able to replace the benefits already issued.
- **What do I do if I have questions about breastfeeding?**
 - Please call our Breastfeeding Hotline (Greensboro: 336.641.4114 or High Point: 336.641.7689) and leave a message. Hotline messages are checked every day even on weekends and holidays.
- **What do I do if I need a breast pump?**
 - Please call our Breastfeeding Hotline (Greensboro: 336.641.4114 or High Point: 336.641.7689) and leave a message. Hotline messages are checked every day even on weekends and holidays.
 - Make sure you have scheduled a breastfeeding appointment. We do not issue pumps without appointments.
 - The WIC Program has guidelines as to who is eligible to receive a breast pump. A Breastfeeding Peer Counselor or Nutritionist will discuss which pumps you are eligible for based on your breastfeeding needs and goals.