



- **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.
  - Visit our website at [www.guilfordcountync.gov/wic](http://www.guilfordcountync.gov/wic). Visit the “How Do I Sign Up?” page and click on “Request 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 at 336.641-6590.
- Take a picture of the product's UPC label if possible.
- **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.
- **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 caretaker or designated person to do so for you. You must have the caretaker listed in your child's record or send a signed and dated note from you with them giving them your expressed permission to bring the child to their appointment and pick up food benefits for you. A caretaker should be someone who routinely cares for your child and is able to answer questions about their food intake and behaviors.
  - The caretaker must present valid ID when they arrive for the appointment.
- **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 eWIC card to purchase your WIC approved items. To use your eWIC card, the person you send to the store will need to know your PIN.
- **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](http://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](http://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](http://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 Gerber formulas on contract.
    - Our standard formulas are Gerber Good Start Gentle, Gerber Good Start Soy and Gerber Good Start Soothe
  - 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 Gerber Good Start Gentle. You may switch to Gerber Good Start Soy or Gerber Good Start Soothe 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)**
  - Call the main number and inform the staff a food package change needs to be made. The staff will verify information and get you to a Nutritionist on call to make the change.
  - You can also come into the WIC office during regular pick-up hours to make the change.
  - Be aware that you may 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. A Nutritionist will verify if a current change can be made based on each individual situation.
- **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.