

Electronic Benefits Transfer (EBT) is coming to North Carolina WIC

EBT in NC is going to be called eWIC. Instead of paper food instruments, WIC food benefits will be loaded onto an EBT card at the local WIC clinic. This is the first of several updates the Nutrition Services Branch (NSB) will be sending about the eWIC project.

How will this project be implemented?

NSB has contracted with Solutran to be our EBT vendor. Solutran has partnered with NC for the past ten years providing banking services for our paper food instruments. Solutran is experienced in developing and implementing eWIC in other states.

When and where will the pilot take place?

A southeastern region of NC has been selected for pilot. See the map (area marked “P”) on page two. Pilot will take place from October 4, 2017 through December 31, 2017.

When will the rest of the state roll out?

There are ten additional rollout weeks planned for January 22, 2018 through May 11, 2018. Page two also includes the schedule for each rollout group, including a contingency schedule. Contingency weeks are alternative rollout dates if weather or other unforeseen events occur.

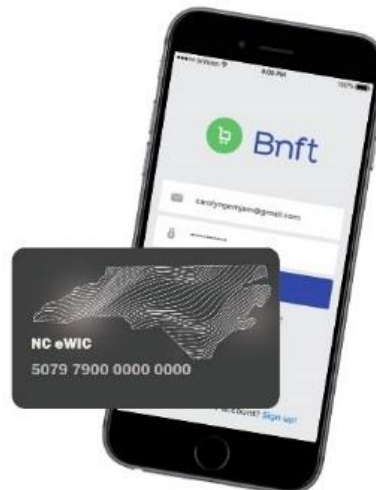
What will we need to do to get ready?

The very first step local agencies need to take is to inform all WIC staff of their designated rollout and contingency weeks. Do not schedule **any** appointments for Tuesday afternoon of those weeks (including the contingency weeks). Schedule **light** for Wednesday (25% of normal volume) and Thursday (<50% of normal volume) of those weeks. Once eWIC is successfully rolled out, the contingency dates can be released for appointments.

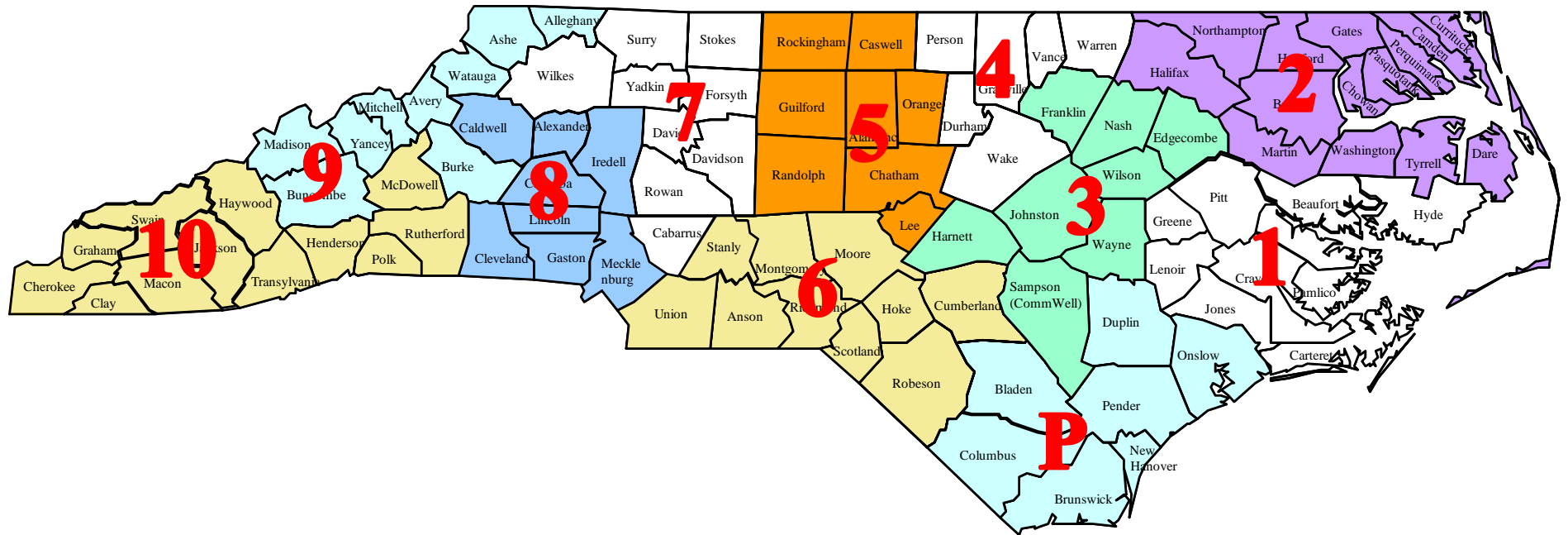
We're used to paper food instruments.

How does eWIC work?

eWIC is simple, safe and convenient! The card works like a debit card at the store checkout. Participants buy only the foods they need when they shop. Typically, participants won't have to separate WIC foods from other purchases. The system will tell the participant and the cashier whether it's an authorized WIC food. Participants can see their benefits balance and approved products list on their smartphone. It will also be easier to handle replacement benefits (for example, formula changes). A more efficient process could result in increased participation and fewer no-shows.



NC WIC EBT Rollout MAP



WIC EBT SCHEDULE

	Schedule	Contingency Week(s)
Pilot	October 4, 2017 - December 31, 2017	October 16-20, 2017
Rollout Group #1	January 22, 2018 - January 26, 2018	March 5-9, 2018; March 26-30, 2018
Rollout Group #2	February 5, 2018 - February 9, 2018	March 5-9, 2018; March 26-30, 2018
Rollout Group #3	February 19, 2018 - February 23, 2018	March 5-9, 2018; March 26-30, 2018
Rollout Group #4	February 26, 2018 - March 2, 2018	March 26-March 30, 2018; May 14-18, 2018
Rollout Group #5	March 12, 2018-March 16, 2018	March 26-March 30, 2018; May 14-18, 2018
Rollout Group #6	March 19, 2018-March 23, 2018	March 26-March 30, 2018; May 14-18, 2018
Rollout Group #7	April 9, 2018-April 13, 2018	April 30-May 4, 2018; May 14-18, 2018
Rollout Group #8	April 16, 2018-April 20, 2018	April 30-May 4, 2018
Rollout Group #9	April 23, 2018-April 27, 2018	May 14-19, 2018
Rollout Group #10	May 7, 2018-May 11, 2018	May 21-25, 2018