Issuing an eWIC Card

The Issue EBT Card Quick Link is located under Certification in the Quick Links box in Crossroads. It is not starred as a required field.

Important points to remember about Issuing an eWIC Card in Crossroads:

An eWIC Card can be issued if at least one participant in the family is certified. Foster Children must be certified before they can be issued an eWIC Card.

Issuing an eWIC Card and Issuing Food Benefits are two independent functions in Crossroads. Issuing an eWIC Card can take place before or after issuing food benefits because the food benefits are issued to the Electronic Benefits Account (EBA) and not to the card itself.

The eWIC Card can be used to purchase food benefits saved in the EBA after the cardholder self-selects a four-digit Personal Identification Number (PIN). The PIN is a numeric password used to authenticate the individual to the eWIC system. The PIN acts as an electronic signature at the point of purchase.
Issuing an eWIC Card

Issue EBT Card screen: Non-Foster

The Select Cardholder box on the Issue EBT Card screen allows the local user to select the primary cardholder. Cardholder options in this example include Parent Guardian 1 (PG1), Parent Guardian 2 (PG2), and Caretaker. These names are listed if they are entered on the Family Demographics screen. Designated Proxies will be listed in this box, but Proxies are NOT allowed to be cardholders by policy.

The primary cardholder uses their date of birth and the zip code of the Mailing Address (or Physical Address if there is no Mailing Address) in the Crossroads record to set a PIN for the card, so it is very important to verify that the information collected on the Family Demographics screen is correct.

Once a card is issued, it will be listed in the Active EBT Cards box.

EBT Card History will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s). Deactivation is covered later in this resource.
Issue EBT Screen: Foster Child

Select the icon for the Foster Child in the Family Header and click on Issue EBT Card in the quick links.

The Select Cardholder box lists the name of the Foster Child. The foster parent will use the date of birth of the foster child and the zip code of the Mailing Address (or Physical Address if there is no Mailing Address) in the Crossroads record to set a PIN for the card. It is very important to verify that the information collected on the Family Demographics screen is correct.

Once a card is issued, it will be listed in the Active EBT Cards box.

EBT Card History will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s). Deactivation is covered later in this resource.
Issuing an eWIC Card

Issuing an EBT Card: Non-Foster

Select the Cardholder by clicking the radio button next to the name of the person to whom the card is being issued.

Place the cursor in the Card Number field and swipe an eWIC Card using the Card Reader. If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the Card Number field. This number is located on the front of the eWIC Card.

Select the Save button at the bottom right of the Issue EBT Card screen. If the card is issued successfully, the Active EBT Cards box will list the name of the primary cardholder, the card number, and the issued date/time. After the Save button is selected, Crossroads remains on the Issue EBT Card screen. Use the Quick Links to the left to navigate to EBT Activity History to verify successful card issuance or to navigate to another screen.

The Deactivate (EBT Card) and Replace (EBT Card) buttons are also located in the Active EBT Cards box. These topics are covered later in this resource.

REMINDER: Once the card is issued, the cardholder must PIN the card before it can be used. For Non-Foster, the Cardholder would set up the PIN using their date of birth and the zip code of the Mailing Address (or Physical Address if there is no Mailing Address) in the Crossroads record.
Issuing an EBT Card: Foster Child

For a Foster Child, the Select Cardholder container is auto-populated with the name of the Foster Child.

Place the cursor in the Card Number field and swipe an eWIC Card using the Card Reader. If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the Card Number field. This number is located on the front of the eWIC Card.

Select the Save button at the bottom right of the Issue EBT Card screen. If the card is issued successfully, the Active EBT Cards box will list the cardholder name (Foster Child), the card number, and the issued date/time. After the Save button is selected, Crossroads remains on the Issue EBT Card screen. Use the Quick Links to the left to navigate to EBT Activity History to verify successful card issuance or to navigate to another screen.

The Deactivate (EBT Card) and Replace (EBT Card) buttons are also located in the Active EBT Cards box. These topics are covered later in this resource.

REMINDER: once the card is issued, the cardholder must PIN the card before it can be used. For a Foster Child, the foster parent would set up the PIN using the date of birth of the foster child and the zip code of the Mailing Address (or Physical Address if there is no Mailing Address) in the Crossroads record.
Deactivating an EBT Card

The **Deactivate** button is used if an eWIC Card is reported to the clinic as lost, stolen or damaged and the participant cannot come into clinic that day to replace the card. Deactivation prevents the card from being used to purchase food benefits. The EBT Benefit Balance is not affected by the deactivation of the eWIC Card.

The **Deactivate** button can also be used if the Primary Cardholder changes for the family. Click **Deactivate** and then choose **Deactivation Reason: Other**. A card will need to be issued to the new Primary Cardholder using the steps on page 3. Once issued, the new card will have the same PIN as the deactivated card. The new Primary Cardholder can set a new PIN using their DOB and the zip code of the Mailing Address (or Physical Address if there is no Mailing Address) in the Crossroads record.

**NOTE:** If a participant is transferring to a foster family, do NOT deactivate the original family’s card if active participants remain in the family.

Participants may also have a card deactivated by using the eWIC Customer Service phone number, the MyBNFT.com Cardholder Portal or the Bnft™ app for smartphones. Replacement cards (if ordered) will be mailed to the Mailing Address (or Physical Address if there is no Mailing Address) entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

**EBT Card History** will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s).
Replacing an EBT Card

The **Replace** button is used if an eWIC Card is lost, stolen or damaged and the Cardholder has presented in person at the clinic to replace the card.

Clicking the **Replace** button allows the local user to *deactivate* the card **AND reissue** a new card to the Primary Cardholder. WIC staff select a new card from inventory, place the cursor in the **New Card Number** box and either use the Card Reader to swipe the card or enter the 16-digit card number. WIC staff will use the dropdown to choose **Replacement Reason** and click **Save**.

The new card issued will have the same PIN as the card replaced. The Cardholder can set a new PIN using their **DOB** and the **zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record.

If participants use the eWIC Customer Service phone number, the MyBNFT.com Cardholder Portal or the Bnft™ app to replace a card, it will be mailed to the **Mailing Address** (or Physical Address if there is no Mailing Address) entered on the Family Demographics screen in Crossroads. It may take several days for the new card to arrive.

**NOTE:** Until the new card is received, food benefits remaining in the EBA for the current month cannot be purchased by the participant.