

NC eWIC Participant Education Checklist

NC eWIC is here!

Staff should plan to review the following materials and associated topics with each participant during initial eWIC card issuance. This checklist is intended for staff use and should not be distributed to participants.

Please Note: The materials and topics listed below are intended to supplement (not replace) existing activities that must occur as part of initial and subsequent food benefit issuance (see Interim WPM, Chapter 8, Section 2 for a full list of these requirements).

Step 1: Gather eWIC Participant Materials

Prior to initial eWIC card and food benefit issuance, gather the following eWIC materials:

- eWIC Cardholder Brochure
- Certified eWIC Vendor List
- NC WIC Program Shopping Guide
- Receipt Review Tool
- Appointment Reminder Card

Step 2: Share eWIC Card Details Provide the eWIC Cardholder Brochure.

Use the eWIC Cardholder Brochure to review the following topics:

- PIN selection
- PIN and card safety
- PIN and card replacement
- eWIC participant support options
- Features of myBnft.com, the mobile app, and the customer service line

Continued

Step 3: Review the eWIC Shopping Experience

Provide the **Shopping List Remaining Benefits** and **Certified eWIC Vendor List**. Use these resources, along with the **Cardholder Brochure**, the **NC WIC Program Shopping Guide**, and the **Receipt Review Tool** to review the following:

- The amount and type of food benefits available and when they are available for purchase
- Certified eWIC vendor locations where the participant can shop
- The basics of shopping with the eWIC card (see the “Using Your Card” section in the Cardholder Brochure)
- How to interpret receipt information

Step 4: Schedule the Next Appointment

Provide the **Appointment Reminder Card** and review the following:

- The appointment type and what they need to bring
- When they need to call and make an appointment if using open access
- Offer the option of using WIChealth.org to low-risk participants who are interested in web-based nutrition education

