

COVID-19 DOH-Miami-Dade WIC Services
Client Frequently Asked Questions
Updated 10.1.2020

- **I am afraid to leave my house and don't want to go to the WIC office for my appointment. What should I do?**

Most WIC appointments can be handled virtually over the phone and email. If you have a scheduled WIC appointment, a WIC staff member will contact you before or on the date of your appointment to provide you the WIC service and to issue your WIC foods. Clients may receive calls from WIC staff concerning appointments Monday thru Saturday during business hours. You do not need to contact the WIC office for your appointment – **we will call you**. Calls may come from a blocked or unknown number - don't worry this is WIC! We will always identify ourselves as the Florida Department of Health in Miami-Dade WIC program.

Please note that a staff member will make up to 3 attempts to call you for your appointment. When possible, we will leave a voicemail with a phone number to call us back. If we cannot reach you, the appointment may need to be rescheduled for a future date.

- **I read that all WIC centers are open, does this mean I can come in for my appointment?**

All WIC centers are open for in-person visits when needed. Please note most WIC services can be done by phone or email.

To prepare for your in-person visit:

- 1) You must call the WIC Center before coming inside
- 2) Only one parent or caretaker may enter the center
- 3) All adults and children above age 2 will be asked to wear a mask. If you do not have a mask, one will be provided to you for free.

Again, most services can be done over the phone. If you have a scheduled WIC Appointment, a WIC staff member will call you before or on the date of your appointment. Please be aware that you may receive a call from a blocked or unknown number - this may be WIC calling so please answer the phone. You may receive a call from WIC staff to prepare for your appointment Monday thru Saturday during business hours. If you are unsure about your appointment or have questions regarding virtual services, please call 786-336-1300.

For a list of all WIC Centers in Miami-Dade County, please refer to the [WIC Program Locations COVID-19 10.01.2020](#) document found online at www.miamidadewic.org.

- **Someone called me from the WIC office about my appointment and I missed the call. What should I do?**

Please contact the WIC office using the number left by the staff member in the voice mail. This will be the quickest way to be serviced.

- **I already get WIC for myself and/or my child. How do I continue to get my benefits during the pandemic?**

Benefits for currently participating clients will be issued automatically on your existing EBT card on the date normally assigned for your family. If your benefits are not automatically loaded and you believe they should have been, please call 786-336-1300 for assistance.

- **How do I know if my benefits were issued? How do I check my balance?**

The easiest way to check your WIC benefits is through the Florida WIC App. The app can be used to view your available benefits, your shopping list, stores in your area, and it can even be used to scan items at the grocery store to see if they are WIC eligible. The app can be downloaded on smart phones on the Apple or Google Play store. You can also access information about the app [here](#).

If you don't have the app, you can also access your account and check your benefits on the internet [here](#).

- **I have lost my job due to the coronavirus and I am interested in signing up for WIC. How do I do this?**

Please call our appointment center at 786-336-1300 to make an appointment. They will give you instructions on what to expect and what documents will be needed to enroll you in the program.

- **I was told I need to provide proof of identification, income, and residency during my WIC appointment. How do I provide these to the WIC office during my virtual appointment?**

You will be able to provide these documents during your phone appointment through email or fax. Pictures of documents (such as photo ID) as well as the electronic documents themselves (i.e. pay stubs) can be sent via email or fax. A WIC staff member will call you on or before the date of your appointment and will provide you with an email address or fax number where you can send this information. Please note that these are secure communications and client confidentiality is always protected.

- **What if I don't have email or access to a fax machine?**

All WIC Centers are open to assist clients who need to physically present documents. If you have a scheduled WIC appointment and you will not be able to send documents electronically, please contact our appointment center at 786-336-1300 for guidance.

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- **I lost my EBT card. How can I get a new one?**

If you need an EBT card, you will need to physically report to a WIC center for a new card. You must contact the WIC center before physically going to the location. Our phone number will be posted on a sign outside of the office. The WIC center staff will give you specific directions about reporting to the WIC center. Please refer to the [WIC Program Locations COVID-19 10.01.2020](#) document found online at www.miamidadewic.org or contact our appointment center at 786-336-1300 for more information.

- **Can I use online grocery shopping and delivery services like Instacart® or other apps to buy WIC foods?**

At this time, you cannot shop for WIC foods online. Instacart and other delivery methods are not currently a part of the WIC program. For a list of WIC approved grocery stores, please download and use the [Florida WIC App](#) or visit our [website](#).

- **Does Miami-Dade WIC have a website or social media accounts?**

Yes, visit our website for more information at www.miamidadewic.org. We have added a new "[COVID-19 Response](#)" tab for more updates on the WIC program.

The Miami-Dade WIC program is officially on social media! Follow us on [Facebook](#) and [Instagram @MiamiDadeWIC](#).