

## COVID-19 DOH-Miami-Dade WIC Services

### Client Frequently Asked Questions

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

All WIC appointments can now be handled virtually over the phone. 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 benefits. 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 my WIC center is "Temporarily Closed", does this mean my appointment is cancelled?**

To maintain social distancing during COVID-19 pandemic, all WIC centers are providing services virtually. You may have read that your WIC center has physically closed; however, your appointment is not cancelled, it will be conducted virtually. You will receive a call 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. For clients who may need to come by the WIC center, we have 5 WIC centers open. Please call before coming by a WIC center as most services can be done virtually. Don't worry, we will maintain social distancing even when you come by our open WIC centers. A sign at the front of the WIC center will instruct you to call for further instructions.

The 5 WIC centers that will remain open are:

Hialeah West - 551 West 51st Place, 3rd FL Hialeah, FL 33012

Carol City - 4737 NW 183rd Street Carol City, FL 33055

Frederica Wilson & Juanita Mann - 2520 NW 75th Street Miami, FL 33147

West Dade - 11865 SW 26th Street, Unit #J-6 Miami, FL 33175

Homestead/Florida City - 753 West Palm Drive Florida City, FL 33034

- **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 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 phone 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?**

5 WIC centers will remain open and these sites be able 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.

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

If you need an EBT card, there are 2 options. Option 1: your card can be mailed to you via certified mail. Please contact your servicing WIC office to report your card lost or stolen and to be mailed a new one. Option 2: you may go physically to one of our open WIC centers for a new card. Before going to the WIC Center, please call to coordinate a day/time to pick up your new card.

- **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](http://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.