

COVID-19 DOH-Miami-Dade WIC Services
Client Frequently Asked Questions
Updated 6.22.2022

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

Existing clients: If you have an appointment scheduled with WIC, a WIC staff member will contact you on the date and time 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 so please answer! 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 2 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.

New Clients: Contact our appointment center at **786.336.1300**. On your very first visit, you/your family will need to physically go into the office to complete your WIC appointment. You can schedule an in-person appointment at any of the 15 WIC centers throughout Miami-Dade County. Once you're on the program, most services can be conducted remotely via phone and email.

If you have any questions about your appointment, please call **786.336.1300**.

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

All WIC centers are open during regular business hours for in-person visits when needed. Many WIC services can be done by phone. If you are an existing WIC client, you have the choice of either in-person or virtual appointment.

For a list of all WIC Centers in Miami-Dade County, please refer to the [WIC Program Locations](#) 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. If you do not have this number, please call our main line at 786-336-1300.

- **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 using the [Florida WIC App](#). Click the link for instructions on how to [upload your WIC documents](#).

Pictures of documents (such as photo ID) as well as the electronic documents themselves (i.e. pay stubs) can be uploaded via the app. Please upload documents before your scheduled appointment to avoid delays and/or rescheduling of your appointment. Please note that the app is secure and client confidentiality is always protected.

- **What if I can't use or download the Florida WIC App?**

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 upload documents electronically, please contact our appointment center at 786-336-1300 for guidance.

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

- **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. Please refer to the [WIC Program Locations](#) 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.

For the most up-to-date information about our program, please follow us on [Facebook](#) and [Instagram](#) @MiamiDadeWIC.