

## The ability to make child care payments is in your hands

### Here's how it works:

Every month, your state child care **subsidy gets loaded onto your MyWIChildCare EBT card**, so you can pay your child care provider directly. You'll be able to **choose the right payment option for you**: in person, online, even over the phone.\* MyWIChildCare cards only work for making child care payments, so you don't have to worry about financial mix-ups.

Best of all, when you are directly responsible for your own child care payments, you can **see the complete financial picture** by seeing the Provider Payment Agreement, the provider price sheet, and knowing how much subsidy you receive, you will know and understand the total cost of your child care. That's a good thing. Because the more you know, the better your child care decisions can be.

*\*Payment options vary. Talk to your child care provider for more information.*



## About Wisconsin Shares Child Care Subsidy

Each month, Wisconsin Shares helps eligible families pay for child care services so they can go to work or school knowing their children are in safe, caring settings.

To learn more about Wisconsin Shares, visit  
[dcf.wisconsin.gov/wishares](https://dcf.wisconsin.gov/wishares)

To find quality child care in your community, visit  
[childcarefinder.wisconsin.gov](https://childcarefinder.wisconsin.gov)

## Need help?

For easy-to-use tools and 24/7 access to your MyWIChildCare account and payment information, visit [ebtedge.com](https://ebtedge.com).

To talk to a MyWIChildCare customer service representative, have your card number handy and call **1-877-201-7601**.

Use the Parent Portal to manage your account.  
[mywchildcareparents.wisconsin.gov](https://mywchildcareparents.wisconsin.gov)



The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.



How  
**your family**  
pays for child care





# Using Your Card

Using your card is simple and easy.

## Get Started

When your card arrives in the mail, activate your account:

- Look for the instructions that come with your card.
- Call **1-877-201-7601** or visit **ebtedge.com** to set up your account.
- Set a Personal Identification Number (PIN) you can remember—and don't share it with anyone else.
- Make payments with 24/7 access.

## Get Help

Free, helpful support for your MyWChildCare card is always within reach:

Visit **ebtedge.com** for easy-to-use tools and 24/7 access to your MyWChildCare account and payment information.

Call **1-877-201-7601** to talk to MyWChildCare customer service. They can help you:

- Activate your card
- Replace a lost, stolen, or damaged card
- Create or change your PIN
- Check your child care subsidy balance

**Have a question about your child care subsidy?**

Contact your local child care agency.

## Tips

These tips may help you keep payments simple and secure:

- Ask for a copy of your child care provider's written payment agreement or policy handbook and sign your written payment agreement.
- Know the cost of care for each of your children, before and after your subsidy is applied. Talk about any additional costs you are responsible for with your provider.
- Understand your provider's payment policies, including payment schedules, deadlines, grace periods, and late fees.
- Find out about your payment options, like paying online, in person, or over the phone.
- Keep the receipt for every child care payment you make.
- Don't share MyWChildCare card information, like your account balance or PIN, with anyone.
- Never let anyone use your MyWChildCare card.

# Managing Your Subsidy

When you understand how your Wisconsin Shares child care subsidy works, you can help your family get the support they need.

## Monthly Balance

As long as you are authorized to receive Wisconsin Shares child care subsidies, they will be deposited onto your MyWChildCare card each month. Know the details:

- Subsidies for a month of child care are usually available on the first day of the month.
- Unused subsidies roll over to the next month's balance. Subsidies that aren't used within 90 days

of their issue date will be removed from your card.

- You can check your subsidy balance using the Parent Portal. Visit **dcf.wisconsin.gov/childcare/parent-portal/info** for more information.

## Payment Problems

Have a billing question or concern? Always talk to your provider to solve any payment errors or disagreements. **DCF and your local child care agency will not resolve payment disagreements between families and providers.**

## Changing Providers

MyWChildCare subsidy funds are loaded for a specific child to a specific provider for a specific time period. **If you need to change providers, or add another authorization to another provider, you must contact your local child care agency:**

- **Ahead of time**, so they can help you plan for any changes to your child care subsidy.

## When Things Change

Notify your local child care agency **within 10 calendar days of any change** that may affect your eligibility or subsidy, including:

- A new home address
- A change in income
- A change in the size of your household
- A change in marital status
- A loss of a job
- A change in child care need
- If your child will be absent for 20 or more consecutive days

For the full list of changes to report, refer to your **Notice of Eligibility** or your **Authorization Notice**.