

eWIC Customer Service

Introduction

This training module is provided by the MN Department of Health WIC Program. It provides an overview of eWIC Customer Services available to participants.

Customer Service

Overview

MN WIC participants have a couple of customer service options, including the Phone Line and Web Portal.

Overview1

Local Agency WIC staff should understand how our WIC households can use customer service to manage their WIC Cards.

Overview 2

And, we need to be familiar with them because when issuing a WIC Card to a brand new WIC household, the expectation is that we will assist them with setting up their PIN so that the card is ready to use as soon as they leave the WIC Clinic.

IVR

The customer service phone line's number is printed on the back of the WIC Card and we will be using this to set PINs.

Web Portal

The URL for the web portal is also printed on the back of the WIC Card.

Web Login

However, the login interface requires a User ID and Password, which the participant will need to set up on their own time if they want to use the web portal.

Preparation

In order to set a PIN, the Primary Card Holder must be set and a WIC Card assigned.

HuBERT

Which we do...where? Go ahead.

<no audio – failure hint> Click the **Benefit Management** menu.

BM Menu

<no audio – failure hint> Select **EBT Household Demographics**.

EBT HH Demo

All the information we need to set the PIN is on the EBT Household Demographics screen, which is the Primary Card Holder's date of birth and the household's 5-digit mailing zip code. If we are assisting a new WIC household, before leaving this screen...

Write it Down

...we should write down the Primary Card Holder's date of birth and the mail zip code so that we have what we need when we set the PIN.

Communicate

We want to make sure we let our new card holders know that we are going to set their PIN so that their WIC Card is ready to be used once they leave the clinic.

Advise them to choose 4 digits that are easy to remember but hard for others to guess.

IVR

When setting the PIN, we must wait for each voice prompt to start before pressing the digits.

Otherwise, if they are entered too quickly, the service line may not recognize the digits and will disconnect the call.

Disconnect

"Sorry. We seem to be having trouble. Thanks you for calling the WIC EBT service line. Goodbye."

Prompts

The following are the voice prompts we will hear when we call eWIC Customer Service.

"Welcome to the MN eWIC Customer Service line."

"For English, press 1."

As soon as we hear "Welcome", we can press 1 for English.

Spanish

An option for Spanish is also available.

Spanish1

<no script> Para Espanol, press nueve.

Spanish2

However, if you or the participant selects the option for Spanish, the primary card holder's date of birth, must be entered using the European format of DD/MM/YYYY. This is clearly stated in the Spanish prompts.

Enter Card

After selecting English, we can enter the card number.

"Please enter your 16-digit eWIC Card number."

"You can press star at any time to start over."

Not Valid Entry

If the system does not recognize the card number, date of birth or zip code, it will prompt us to enter it again.

Not Valid Entry1

"Sorry. That's not a valid entry."

"Please enter your..."

Set PIN

Once a valid card number has been entered, the system recognizes whether or not a PIN has been set

Date of Birth

"Currently, there is no PIN on this card. Let's take care of this now."

"To set up your PIN, I need to collect some information."

"First, please enter your date of birth, using 2 digits for the month, 2 digits for the day, and 4 digits for the year."

"For example, if your date of birth was August 21, 1985, you would enter 08211985. Go ahead."

Zip Code

Next, we enter their mailing address zip code.

Zip Code1

"Now enter your 5-digit zip code."

Private

The next step is to enter the PIN.

We should never ask the Primary Card Holder what their PIN is.

It is private and we should provide them with the phone's keypad so that they can enter it for themselves.

Enter PIN

"Thanks. Please select a 4-digit PIN."

Again, only the Primary Card Holder should enter the PIN.

Enter PIN1

Make sure to wait for the next voice prompt to begin before having the Primary Card Holder re-enter their PIN.

Enter PIN2

"Thanks. To verify your entry, please re-enter your new 4-digit PIN."

Not Same PIN

Always wait for the next voice prompt to ensure the two PINs matched and setting it was successful.

Not Same PIN 1

If the same PIN isn't entered, the system lets us know and starts the PIN entry over again.

So make sure

Not Same PIN1

"Sorry. These PINS don't seem to match. Let's try again."

System Updated

Again, wait for the next prompt before hanging up to ensure setting the PIN was successful.

System Updated1

"The system has been updated with your new PIN. It's effective immediately."

System Update2

Then let the Primary Card Holder know that their WIC Card and PIN are now ready to use.

Troubleshooting PIN

If participants are experiencing trouble with their PIN, we do NOT replace the card since the PIN automatically transfers to any replacement cards.

And, in general, participants should be directed to the Customer Service Line for issues with their PIN.

Troubleshooting PIN 1

If they are unable to reset their PIN using Customer Service, we can help trouble-shoot by ensuring the Primary Card Holder's Date of Birth and the mail zip code that they are using matches what we have in the EBT Household Demographics screen.

Troubleshooting PIN 2

The one PIN resolution we can provide is to reset the PIN count if they've exceeded their four PIN attempts when enter their PIN at the store.

If you are contacted by a card user because this has occurred, use the same validations as Customer Service, that is ask for the Primary Card Holder's date of birth and the mail zip code.

Other Language

For participants who speak a language other than English or Spanish, they will need to wait for a Customer Service rep to assist them.

Unfortunately, there is no easy way to access a Customer Service rep, such as pressing 0.

Other Language 1

One option is to wait through the following prompts to get to a customer service rep.

<no audio> Click when ready to continue.

Other Language 2

When the customer service rep answers, the participant will need to state their language, such as Hmong or Somali and the rep will transfer them to the appropriate language line,

Other Language 3

When we asked other state what they were doing in these instances they recommended having non-English or Non-Spanish speaking participants press 2, which is the option to cancel their card.

Since this requires a customer service rep, they won't have to wait through the call prompts, although they'll still need to communicate the language they need so that they are transferred to the appropriate language line for assistance.

Other Options

Other available options when using the Customer Service line include:

To change or reset their PIN, check their current balance including the Last Date to Use amounts and food items left on their current balance, review their transaction history which lists the date, time, amount and items purchased, and benefits availability, which provides the last date to use if their current set still has benefits left.

End

We hope this overview has been helpful for understanding how to use Customer Service to set a WIC household's PIN and what other functions it has available to participants.

Thank you for taking the time to review this module.

End