

# Preparing for Your WIC Phone Appointment

WIC will complete your appointment over the phone.

For a shorter appointment time, please complete the following steps before your appointment.

- Submit the items listed below. The documents will help us determine your eligibility for the program.
- Review the videos and other documents that explain the program and how to use the WIC Card.

Allow 30 minutes per person for your phone appointment.

## 1. WIC appointment information:

<https://www.health.state.mn.us/people/wic/aboutwic/appts.html>

## 2. If you are required to provide proof of income, residency and/or ID, send documents before your appointment:

- Contact your WIC office prior to your appointment to find out how to submit documents.

## 3. WIC collects height, weight and hemoglobin.

- If you have measurements available, we will ask you to share them.
- Measurements may be on a form from your medical provider, or an electronic record.
- WIC can accept a photo of a paper record or screen shots from an electronic record.

Height and weight measurements must be less than 60 days old. Hemoglobin must be less than 90 days old (hemoglobin only needed for some applicants 9 months of age and older.)

The medical form, photo, or screen shot should show:

- You or your child's name
- The date the measurements were taken
- What the measurements were

## 4. Read the WIC Rights and Responsibilities:

<https://www.health.state.mn.us/people/wic/rights.html>

**5. Optional: Look at some additional resources:**

**Nutrition Education in WIC:**

<https://www.health.state.mn.us/people/wic/nutrition/index.html>

**Breastfeeding Support:**

<https://www.health.state.mn.us/people/wic/bf/index.html>

**New to WIC? Check out these additional resources:**

**6. Download the MN WIC app (English):**

<https://www.health.state.mn.us/docs/people/wic/ewic/appbrochure.pdf>

The My Minnesota WIC App can be used to easily and instantly check if a food item is WIC allowed and find WIC-allowed stores nearby. WIC participants can check benefit balances and receive reminder messages for scheduled and missed appointments. The app also contains links to health and nutrition tips, breastfeeding information, and recipe ideas.

**7. Review how to use the WIC card (English):**

<https://www.health.state.mn.us/docs/people/wic/ewic/wiccardbrochure.pdf>



**Video- Using Your WIC Card:**

<https://www.health.state.mn.us/people/wic/shopforwic/shop.html>

**Review WIC allowed foods in the Shopping Guide:**

<https://www.health.state.mn.us/people/wic/foods/guides.html>

**8. Read about the dangers of alcohol, tobacco and other drugs (English):**

<https://www.health.state.mn.us/docs/people/wic/nutrition/english/gendrugs.pdf>

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

*This institution is an equal opportunity provider.*

