



## WIC Services in a Disaster - FAQ

1. How can I find out if a WIC clinic is open or closed?
  - a. The status of **all** WIC clinics is available on the Louisiana WIC website at [louisianawic.org](http://louisianawic.org).
  - b. Participants can also call 1-800-251-BABY for Louisiana WIC clinic information.
2. How can I find out if a WIC vendor (grocery store) is open or closed?
  - a. The **closure** of any WIC grocery store is available on the Louisiana WIC website at [louisianawic.org](http://louisianawic.org).
  - b. To find a nearby WIC grocery store, participants can use the [WIC Shopper](#) app (FREE and available in the iTunes/iOS and Google/Android app stores). Participants should call to confirm the Louisiana WIC grocery store is open before attempting to shop there.
3. How can a Louisiana WIC participant determine what benefits remain on their Louisiana WIC EBT card?
  - a. Louisiana WIC participants can go to the customer service department of any Louisiana WIC authorized grocery store to get the balance on their Louisiana WIC EBT card. If available, they can also refer to the receipt from their last WIC purchase.
4. Can a Louisiana WIC participant use their Louisiana WIC EBT card at a Louisiana WIC grocery store that does not have internet?
  - a. Yes. The Louisiana WIC EBT card can be used at any Louisiana WIC authorized grocery store as long as the store has electricity (regular service or via a generator).
5. Can a Louisiana WIC participant go to a WIC clinic in another state?
  - a. Yes. Disaster-related evacuees who seek WIC benefits from another state are considered special nutritional risk applicants and receive expedited certification processing. Staff from the other state should request VOC transfer paperwork from the Louisiana WIC State Agency by calling 504-568-8229.
6. Can a participant from another state go to a Louisiana WIC clinic?
  - a. Yes. Disaster-related evacuees from another state who seek WIC benefits are considered special nutritional risk applicants and receive expedited certification processing. Louisiana WIC staff will request VOC transfer paperwork from the state where the participant was last seen.
7. Can a Louisiana WIC participant use their Louisiana WIC EBT card in another state?
  - a. Not at this time. The Louisiana WIC State Agency is looking into this option with USDA. If a Louisiana WIC participant has evacuated to another state, they can transfer to a clinic in the other state to receive WIC benefits they can use in that state (see #5).
8. Can a WIC participant from another state use their WIC EBT card at a Louisiana WIC grocery store?
  - a. Not at this time. The Louisiana WIC State Agency is looking into this option with USDA. If a WIC participant from another state has evacuated to Louisiana, they can transfer to a Louisiana WIC clinic to receive a Louisiana WIC EBT card to use at Louisiana WIC grocery stores (see #6).