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GAVIN NEWSOM
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VENDOR ALERT 2020 – 05

TO: ALL WIC VENDORS
SUBJECT: CALIFORNIA WIC APP ISSUES

Purpose

The California Department of Public Health, Women, Infants and Children Division (CDPH/WIC) is notifying all WIC authorized vendors that some California WIC participants may be experiencing technical difficulties when trying to use the California WIC App.

Background

The California WIC App allow WIC participants to use their smartphone to check WIC food benefit balances, scan food item UPC codes and access other WIC-related services.

Action for Vendors

Vendors are reminded that they must provide WIC participants with a printed copy of their WIC benefit balance summary upon request.
WIC participants can also call the phone number listed on the back of their WIC Card to receive automated benefit balance information. Participants should direct questions regarding their WIC benefits to their local WIC office.

Questions

If you have any questions, contact your WIC Vendor Consultant or call toll free (855) WIC-STOR or (855) 942-7867. You may also contact the WIC Vendor Management Branch by email at WICVENDORINFO@cdph.ca.gov.

Michelle Wilkins, Chief
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