

# WIC's Most Frequently Asked Questions

## 1. What do I need to bring in to enroll?

To enroll in the WIC Program, you must be in one of the categories we serve:

- Pregnant
- Breastfeeding
- Postpartum within the last 6 months (including pregnancy loss or stillbirth)
- Infant, or
- Child under 5 years of age

All persons enrolling must be present. We will need the following documents:

- A form of **ID for each person** such as driver's license/State ID, passport, birth certificate, Medi-Cal card, immunization record, etc.
- **Proof of address** (any piece of mail addressed to the person applying for WIC, such as a postcard, a bill, a magazine, a mailing label/shipping invoice, etc.)
- **Proof of income** (paycheck stub, tax return, verification letter for disability or county aid, State Benefits card, etc.)
- Most recent **weight and height** (within the last 60 days) and **blood test results for hemoglobin/hematocrit** (within the last 90 days) from your health care provider or a hospital.
  - (If the weight, height, and/or hemoglobin/hematocrit information are not available, we can do it in the WIC office.)

We encourage you to schedule and attend regular health check-ups with your health care provider(s).

## 2. Do I need to bring in my child to my appointment?

The child needs to be present in the office to collect height and weight in order to enroll in the WIC program.

## 3. I had my baby; what do I have to do?

Congratulations! When your baby is born, we encourage you to call us ASAP at **(562) 570-4242** so we can add the baby to your file and schedule or reschedule your appointment for enrollment.

You can also email us the birth information (crib card, birth certificate/verification letter, medical records, etc.) at [Health-WIC@longbeach.gov](mailto:Health-WIC@longbeach.gov). Be sure to include your contact information as well.

#### **4. What do I need to bring to my appointment?**

At all appointments, you need to bring your **WIC card** and a **picture ID**.

When it is time to re-assess eligibility for WIC benefits (recertification), we need:

- All participants being recertified and/or enrolled and a form of ID for each
- Proof of income
- Proof of address
- Medi-Cal card and/or immunization records (if applicable)
- Current height, weight, and hemoglobin/hematocrit (within 60 days, if available)

#### **5. When was my appointment?**

Your appointment date and time shows in the California WIC app. If you are not sure how to find it, please call us at **(562) 570-4242** or email [Health-WIC@longbeach.gov](mailto:Health-WIC@longbeach.gov).

#### **6. I missed my appointment... can I reschedule?**

Yes, you can reschedule your appointment. We do have a walk-in policy and you can come in during our business hours. Please call us ahead of time to make sure that we are open; we may be closed due to scheduled trainings and meetings.

#### **7. Can I come in today?**

Yes, you can walk in any time we are open. Please call us ahead of time to make sure that we are open; we may be closed due to scheduled trainings and meetings.

#### **8. I lost my WIC card. Can I get more benefits?**

We can replace lost WIC cards. You will need to bring a picture ID to verify your identity, and a replacement will be provided. Your PIN will remain the same, and any benefits on your card will remain until their expiration date.

Unfortunately, we cannot replace any WIC benefits that have expired. You will need to come in to complete your next WIC appointment or wait until the day of the month that your benefits normally load onto your card.

#### **9. What's the latest time I can come in?**

Our WIC offices close at 5:30pm, so we recommend that you come in no later than 5pm so that we have adequate time to process your file and issue your WIC benefits before closing.