Frequently Asked Questions:
When Shopping with WIC during COVID 19

1. What if the store is out of the milk type listed on my WIC check?
   a. If your check is written for skim or 1% milk and these are unavailable in the store:
      i. you may instead purchase 2% if it is in stock.
      ii. If skim, 1%, and 2% are all out of stock, you may purchase whole milk.
   b. If your check is written for whole milk but it is unavailable in the store:
      i. you may instead purchase 2% if it is in stock.
      ii. If whole and 2% are both out of stock, you may purchase 1% or skim milk.

2. If cow’s milk is out of stock, can I buy alternative milks?
   a. No. You can only purchase the type of milk that is on your check; soy and cow’s milk are the only options approved by WIC.

3. Can we receive rainchecks on WIC foods?
   a. No, unfortunately, stores are unable to offer rainchecks in exchange for WIC checks.

4. Can I use a portion of my WIC check in separate trips to the store?
   a. WIC checks are not able to be split. All items on a check must be bought during the same shopping trip.

5. What if the store limits the amount of formula or other items I can purchase at one time?
   a. You should not be limited to less than what is listed on your WIC check.
      i. If this happens, you should ask to speak with the manager.
      ii. If the manager also limits your items, you should call the number inside your WIC ID card for the state WIC office (217-782-2166) and leave a message, or contact your local WIC office for assistance with filing a complaint.

6. What should we do about the shortages in stores?
   a. The food and formula supply are all intact and the issue comes from stores not being able to keep the shelves stocked. Families should not panic buy as this may impose difficulties on others who are also having a hard time finding items.
   b. If you cannot find all of the items on your check you can:
      i. try another store or,
      ii. ask the store when they expect to be restocked and return at that time.
iii. purchase the items that are available and give up the remaining items. We want everyone to purchase all items available to them but understand travel issues, etc.

7. What if the store is out of my child’s formula?

   a. There have been some issues in maintaining stock on the shelves even though there is plenty of formula available.

   b. It is recommended to do the following:

      i. Try shopping earlier in the day.

      ii. Ask the stores when their next truck is expected to come in, and if they know whether the item you are looking for will be on the truck. Then try shopping the morning after the truck delivery.

      iii. Do not wait until the last few days that WIC checks are valid; start shopping a few weeks earlier. This will give more time to shop around and have a better chance of finding what you’re looking for.

      iv. It is best to only use one or two FI’s in one shopping trip because shopping in bulk imposes a burden on other WIC participants who are also having difficulty locating the items they need.

      v. If a pharmacy is out of a medically prescribed formula at this time, there is no need to call the state WIC office immediately. However, if the pharmacy refuses to place the order or is not able to get the order filled in a reasonable amount of time, then you should call the number inside your WIC ID card for the state WIC office or contact your local WIC office for assistance with filing a complaint.