

# Texas WIC Program:

## Information about Your Rights and Responsibilities

**C**ongratulations on joining our healthy WIC family! The WIC program has rights and responsibilities to protect you and your WIC benefits. These rights and responsibilities are on the electronic rights and responsibilities form you signed at your certification appointment.

### Rights:

- You have the right to be treated with respect and courtesy by all staff.
- Your WIC clinic will make available health services, referrals, nutrition education, and nutritious foods. If you plan to move to another state, WIC staff can provide a Verification of Certification that includes information to continue WIC services in another state.
- You have the right to request and to be informed about information that the state of Texas collects about you.
- You may appeal any decision made by the local WIC agency regarding your eligibility for the program.

### Important Information for Former Military Services Members

Women and men who served in any branch of the United States Armed Forces, including Army, Navy, Marines, Air Force, Coast Guard, Reserves or National Guard, may be eligible for additional benefits and services. For more information, please visit the Texas Veterans Portal at <https://veterans.portal.texas.gov>.

### Responsibilities:

- Treat all staff with respect and courtesy.
- Bring your WIC EBT card whenever you come to the WIC clinic.
- Keep all of your appointments, or let the WIC clinic know when you cannot make your appointment.
- Buy only WIC approved foods with your WIC EBT card.
- Do not redeem your WIC benefits for cash, credit, non-food items, or unauthorized foods. Do not sell or trade, or allow anyone else to sell or trade, your WIC EBT card or the food or formula purchased with your WIC EBT card.
- Do not make or allow anyone else to make, a verbal or written offer to sell or trade WIC foods, benefits, breast pumps, and/or EBT cards, or the same item(s) as the item(s) in your WIC food package, including any offer on websites such as Craigslist, Amazon, Facebook or eBay.
- Do not receive WIC benefits from more than one clinic during the same period.

**You may have to repay the benefits, leave the WIC Program and face criminal prosecution if you sell or trade your food, formula, or breast pump.**

For more information about participant violations, please refer to WIC Policy GA: 12.0. <https://hhs.texas.gov/doing-business-hhs/provider-portals/wic-providers>



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