

# Senior Farmers Market Nutrition Program

## Frequently Asked Questions




### How to use your SFMNP benefit card

1. Bring your SFMNP benefits card to a participating farmers market.
2. Select eligible foods from a participating farmer and present your card.
3. The grower will scan the QR code on your card with their phone or mobile device.
4. You will review the price and enter your personal identification number (also known as PIN\*) on the grower’s device to accept the purchase.
5. The farmer will confirm your purchase and you will receive your fresh, local produce or honey!
6. To check your SFMNP benefit balance, call 1-844-359-3104 (located on the back of your card) and follow the prompts.

\*Your default PIN is the 4-digit combination of the month and year of your date of birth (MMYY). For example, if your birthday is July 4, 1926, your PIN would be 0726. Please use your unique 4-digit birthdate PIN for each transaction. You may change your PIN by calling the “benefit balance” phone number on the back of your card.

### Frequently Asked Questions

<p>How do I get SFMNP benefits?</p>	<p>Participants apply to receive SFMNP benefits through their <a href="#">area agencies on aging or local nutrition providers</a>. The application process for participants is similar to previous years and requires filling out an application that confirms a senior meets eligibility requirements:</p> <ol style="list-style-type: none"> <li>1. Age: 60 years or older, or 55+ if you are Native American/Alaska Native;</li> <li>2. Income: below 185% of the Federal Poverty Level;</li> <li>3. Residency: must be a resident of Washington State.</li> </ol>
<p>What can I purchase with my benefits card?</p>	<p>Fresh, nutritious, unprepared, locally grown fruits, vegetables, honey, and herbs for human consumption. Eligible foods may not be processed or prepared beyond their natural state except for usual harvesting and cleaning processes. Dried fruits or vegetables, or dried herbs are not considered eligible foods. Potted fruit or vegetable plants, or potted herbs, eggs, meat, cheese, and seafood are also not eligible foods for purposes of the SFMNP.</p>
<p>What’s changing and why?</p>	<p>Vendors that printed and processed paper checks for farmers market nutrition programs nationwide discontinued their services at the end of 2022. Printed checks are no longer an option for our program. The new SFMNP card is supported by an electronic benefits platform that provides access for several programs and thousands of participants statewide.</p>
<p>What is a QR code?</p> 	<p>A QR code is a “quick response” machine-readable code made up of unique patterns of black and white squares (located on the card image below). This unique code stores information, such as SFMNP benefit information that can be scanned and read to purchase eligible foods.</p>

Where can I use SFMNP benefits?	Look for the WIC/Senior FMNP “Benefits Welcome Here” sign: Use SFMNP benefits with authorized growers at participating farmers markets, farm stands, and roadside stands. List of authorized farmers markets and roadside stands can be found here: <a href="https://www.dshs.wa.gov/altsa/home-and-community-services/senior-farmers-market-nutrition-program">https://www.dshs.wa.gov/altsa/home-and-community-services/senior-farmers-market-nutrition-program</a>
What happens if my card is lost or stolen?	Lost or stolen cards may be replaced. Please call your local SFMNP agency coordinator ( <a href="https://www.dshs.wa.gov/altsa/home-and-community-services/senior-farmers-market-nutrition-program-contacts">https://www.dshs.wa.gov/altsa/home-and-community-services/senior-farmers-market-nutrition-program-contacts</a> ) OR customer service number on the back of your card (1-800-841-1410) if you have questions about this process.
Can I check my SFMNP benefit balance?	Yes. Check your SFMNP card balance by calling 1-844-359-3104 and have your card ready when you call. This phone number is also located on the back of your SFMNP benefits card.
Can I elect to receive paper checks instead?	No. Paper checks will no longer be issued for this program. You can also make purchases in amounts other than \$4 increments, which is a new benefit with this change.
Do I need a computer or smartphone?	No. When you purchase eligible foods, the farmer who accepts your benefits will have a phone or mobile device capable of processing your benefits. You are not required to have a smartphone or computer to use your card.
What if I go over the balance on my card?	If you try to make a purchase for more than your remaining benefits, the farmer will be notified that there are not enough funds to make the purchase. Your remaining balance will be displayed, and you may adjust your purchase with the farmer, or pay using another accepted method (cash or credit, for example) to complete your transaction.
Can I get another card?	Lost or stolen cards may be replaced. You may receive only one set of benefits per year.
What if my PIN doesn't work?	Your default PIN is the month and year combination of your date of birth (MMYY). If your PIN does not work, please call customer service phone number on the back of your card—1-800-841-1410. After you call the balance inquiry phone number on the back of your card, you may change the MMYY PIN number to a different 4-digit number by following the prompts. Please remember your PIN for future purchases!