

CHILDCARE PANDEMIC EBT (P-EBT)



VERSION DATE 10/28/2022

UPDATES AND ADDITIONS WILL BY HIGHLIGHTED

****Questions and Answers will be updated as new information is received****

P-EBT Eligibility	
Question	Answer
What is the P-EBT Childcare issuance?	<p>The P-EBT Childcare issuance is for children who were a member of a household that received Supplemental Nutrition Assistance Program (SNAP) at any time since August 1, 2021, under the age of 6 and *enrolled in a childcare center as defined by Food and Nutrition Services (FNS).</p> <p><i>*FNS considers all children ages 5 and under in some sort of childcare when considering eligibility for P-EBT. This includes those that are not enrolled in a certified child care facility. For example, being cared for by family and/or friends.</i></p>
What are the eligibility requirements for P-EBT Childcare from August 2021-July 2022?	<p>To be eligible, the child must meet all these criteria:</p> <ol style="list-style-type: none">1. Be under 6 years of age2. Received SNAP benefits during the timeframe of August 2021 – July 2022<ul style="list-style-type: none">• Must receive SNAP in the month to be eligible for P-EBT. Each month is looked at for eligibility.
What months will my child receive the P-EBT Childcare issuance for?	<p>The P-EBT Childcare issuance is approved for children 5 and younger for only the months that they received SNAP benefits any time between August 1, 2021 through July 2022.</p> <ul style="list-style-type: none">• Issuances for August 2021 are between October 26 & 27.• Issuances for September, October and November 2021 will be made November 1-3.• Issuances for December 2021, January, February and March 2022 will be made November 7-10.• Issuances for April and May 2022 will be made November 14 & 15.• Issuance for Summer 2022 will be made November 16
If my child is not on SNAP but is 5 or younger and in	<p>No, your child must have received SNAP in any of the months between August 1, 2021 through July 2022 to receive P-EBT.</p>

childcare will they be eligible for the P-EBT Childcare issuance?	
Whom do I contact to see if my child is eligible for P-EBT Childcare?	Call P-EBT Customer Service. Call 1-833-415-0569.

Benefit Issuance

Question	Answer
How much will my child receive for the P-EBT Childcare issuance?	For the months of: August 2021-December 2021 they will receive \$34.31 January 2022-May 2022 they will receive \$34.13 June and July 2022 (summer issuance) they will receive \$391
Will my child receive an EBT card if eligible for the P-EBT Childcare issuance?	New P-EBT cards will be issued only if the child is new to P-EBT and/or do not already have an older sibling on the school aged P-EBT with the same address and guardian. In case your child continues to qualify for P-EBT Childcare, keep your child's P-EBT card. Do not destroy. Note: if the guardian and address has changed since the 2020-2021 issuance, a child will receive a new P-EBT card.
My child was 5 and younger, on SNAP but only was eligible for months from August 1, 2021 through March 2022. Why did they not get for April and May 2022?	For April and May your child may not have been active on SNAP, if they were not active, they will not receive the P-EBT issuance for those months.

EBT Card Activation

Question	Answer
How can I check the balance of my child's P-EBT card?	Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to http://www.ebtedge.com .
What do I do if I need a replacement P-EBT card?	Call FIS Customer Service. Call 1-800-843-8303.
Can I place a security code on my P-EBT card to protect my benefits?	Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.
How do I order a replacement P-EBT	Call FIS Customer Service. Call 1-800-843-8303. <ul style="list-style-type: none"> • Press 2 for Spanish.

<p>card through the FIS number?</p>	<ul style="list-style-type: none"> • Prompt will ask for the 16-digit card number. • If replacing a card, you can press 2 right away. Or you can wait for the next voice prompt to direct you. This is if your card is lost, stolen, or damaged. This is if it needs to be replaced. • Once you press 2, you will be redirected to a customer service rep. They will confirm your identity. Once that is confirmed, your current card will be deactivated. They will order you a new card. That goes to the current address in the system. <p>If the client wants the card mailed to a new address, they will be directed back to the state to update the address. If directed back to the state, guardian must call P-EBT Customer Service at 1-833-415-0569</p>
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Using EBT Cards	
Question	Answer
<p>Where can I use P-EBT?</p>	<p>Use it the same as SNAP benefits. This benefit is used to purchase SNAP-eligible foods. These are sold at hundreds of grocers across the country. They are at convenience stores. They are at farmer’s markets. They are at other businesses that take SNAP. You can also use your card where you see the Quest logo. You can search for retailers that take SNAP. Find them near you. Go to SNAP Retailer Locator (arcgis.com)</p>
<p>Who can I call if I did not get a P-EBT card for the P-EBT Childcare issuance?</p>	<p>Please call P-EBT Customer Service. Call 1-833-415-0569.</p>
<p>What do I do if I only got funds for one child and not my other children for the P-EBT Childcare issuance?</p>	<p>Call P-EBT Customer Service. Call 1-833-415-0569.</p>
<p>If I am the guardian to a child that is eligible for the P-EBT Childcare issuance but not on the SNAP case, can I change the address to receive a lost P-EBT card or inquire about the case?</p>	<p>No, only the adults listed on the SNAP case where the child is active can change the address to receive a lost P-EBT card or to inquire about the case.</p>