

SCHOOL AGED PANDEMIC EBT (P-EBT)



VERSION DATE 05/12/2022

UPDATES AND ADDITIONS WILL BY HIGHLIGHTED

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

Question	Answer
Why am I getting School Aged P-EBT?	The P-EBT benefit was enacted with the Families First Coronavirus Response Act. Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19.
What is School Aged P-EBT for?	The P-EBT benefit supplements the free or reduced-priced meals your child would get if their school were not closed due to the COVID-19 pandemic.
What school year is this benefit for?	For school year 2019–2020, P-EBT benefits were issued for the months of March to June 2020. For school year 2020–2021, P-EBT benefits were issued for the months of August 2020 to Summer 2021. For school year 2021-2022, P-EBT benefits will be issued for August 2021 to June 2022.
When were the P-EBT issuances for School Aged Students?	For current years school aged P-EBT Issuances see below: 10/2020-11/2020 – Issuance 2/27/2021 12/2020-01/2021 – Issuance 3/27/2021 02/2021-03/2021 – Issuance 05/05/2021 04/2021-05/2021 – Issuance 01/23/2022 Summer 2021 – Issuance 08/08/2021 08/2021-09/2021 – Issuance 03/14/2022 10/2021-11/2021– Issuance 04/10/2022 12/2021-01/2022– Issuance 05/22/2022 February 2022-June 2022 – Issuance dates to be determined.
How can I get this benefit?	Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19. This includes: <ul style="list-style-type: none"> • Missing school if the student test positive for COVID and or in close contact with a student who test positive and were quarantined. • The student also qualifies if the student’s district/school was shut down due to positive COVID cases.
How much will the benefit be for?	The benefit amount will vary from child to child. It is calculated at \$7.10 per day for each day the student missed school due to COVID-19 reasons. Note: for issuances that occurred in 2020 and 2021 school years, the daily rate was \$6.82.

Where can I use P-EBT?	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 https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4
Whom do I contact at my school to see if my child is eligible?	You can go online at https://www.yes.state.nm.us/yesnm/pandemic/pebt?execution=e1s1 Or You can contact your school directly.
My child goes to a private school. He/she gets free meals. Can he/she get School Aged P-EBT?	Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19.
Can children who are homeschooled get School Aged P-EBT?	Only children in National School Lunch Program (NSLP) schools can get School Aged P-EBT. That means they must go to a school in NSLP and be eligible.
Can I still pick up meals from my kid's school while I have P-EBT?	Yes
My child is not a citizen but gets free or reduced-price meals. Can they get School Aged P-EBT?	As long as a child would get free or reduced-price school meals through NSLP and missed 5 or more consecutive days of school due to COVID-19, they can get School Aged P-EBT. Their immigration status does not matter. School Aged P-EBT does not fall under Public Charge.
Will this impact me becoming a citizen?	P-EBT does not fall under Public Charge.
How are P-EBT cards issued? How are P-EBT benefits issued?	If you have a P-EBT card, the funds will go on the card. That means the card you got before. A new P-EBT card is issued for every distinct combination of address and guardian name. Kids in different families with the same guardian name will get benefits on a single card. This is because the address is the same. In case your child continues to qualify for school aged P-EBT, keep your child's P-EBT card. Do not destroy.
What if I have more than one child? Will I get more than one P-EBT card?	Most households will get one card. It will be issued in the eldest child's name. It will include P-EBT benefits for all eligible children within the household. But this depends on the address. It also depends on guardian information on file with your child's school. You might get more than one card. If you have questions about this, call 1-833-415-0569.
I have my child. Someone else got the School Aged	The School Aged P-EBT benefits are issued based on what your school district has on file for your child. If you did not get the benefit, please contact your school directly to see if your child's

<i>P-EBT benefit. Why? What can I do to get the benefit?</i>	absences due to COVID were reported and if they were eligible for Free or Reduced Lunch through the National School Lunch Program.
<i>Why did I not get a card for my child? I know they are eligible.</i>	<p>Please call P-EBT Customer Service. They can check your child’s information. Call 1-833-415-0569. Here are some possible reasons:</p> <ul style="list-style-type: none"> • Benefits may have been paid to the eldest sibling’s card. • The card may have been mailed to another listed guardian’s address. That address would be from the school. If so, please work with that party to get your child’s benefits. • Benefits may have gone to a child outside of your household. This is if the school had your child listed as living at that address. That address had other eligible kids. If this is the case, please work with that party to get your child’s benefits. <ul style="list-style-type: none"> ○ We cannot separate a benefit that has already been paid out. ○ Benefits cannot be paid retroactively. <p>***For School Aged P-EBT, benefit is paid based on information the school has for the child. If that has changed, then the info needs to be updated with the school.***</p>
<i>Does the P-EBT card expire?</i>	P-EBT benefits will be expunged after no activity within 274 days of the initial date of benefit activity. Once expunged, the child loses all rights to expunged benefits. This is automatic. Do not throw away your card. If your child is eligible for P-EBT, the benefits will go on that card.
<i>If I do not use the P-EBT card, do I send it back to HSD?</i>	The P-EBT benefit will stay on the card for 274 days. You do not have to use it all at once. If you do not use it, the benefit will be recouped for lack of use after 274 days. This is automatic.
<i>I got a P-EBT card, but I do not need it. Can I give it to a family who does?</i>	The P-EBT card is a benefit for the family. Your child’s benefits can be used for all other members in your household. The card and benefits cannot be transferred to another family or household. The P-EBT benefit will stay on the card for 274 days. If you do not use the benefit, it will be recouped for lack of use. This is automatic.
<i>I have never activated an EBT card. What steps do I take?</i>	<p>Follow these steps:</p> <p>When the household gets its P-EBT card, call FIS at 1-800-843-8303 to create a PIN. You must do this before the card can be used. The phone number is located on the back of the P-EBT card. During the call, you will be asked for the following:</p> <ul style="list-style-type: none"> • 16-digit EBT card number • Primary account holders date of birth to be entered as MM/DD/YYYY <ul style="list-style-type: none"> • Note: Spanish speakers enter DD/MM/YYYY • Primary account holders 5-digit zip code • Requested 4-digit PIN • Confirmation of the 4-digit PIN <p>Once this is done, the card will be active. The PIN is set. The card can be used right away.</p>
<i>When setting up the P-EBT card, what do I do if the zip code does not work? What do I do if the zip code is different?</i>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<i>When setting up the P-EBT card, what do I do if the</i>	Please call P-EBT Customer Service. Call 1-833-415-0569.

<i>child's DOB is incorrect?</i>	
<i>Who can I call if I did not get a P-EBT card?</i>	Call FIS Customer Service. Call 1-800-843-8303.
<i>What do I do if I only got funds for one child and not my other children?</i>	Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19. If you feel your child is eligible, contact your child's school to see if their absences due to COVID were reported and if they were eligible for Free or Reduced Lunch through the National School Lunch Program.
<i>How can I check the balance of my child's P-EBT card?</i>	Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to http://www.ebtedge.com .
<i>What do I do if I need a replacement P-EBT card?</i>	Call FIS Customer Service. Call 1-800-843-8303.
<i>How do I order a replacement card through the FIS number?</i>	<p>Call FIS Customer Service. Call 1-800-843-8303.</p> <ul style="list-style-type: none"> • Press 2 for Spanish. • 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. <ul style="list-style-type: none"> ○ If the client wants the card mailed to a new address, they will be directed back to the state to update the address.
<i>My mailing address is different from the one used to register my children for school. How do I update this to get the P-EBT card?</i>	<p>You will need to update your address with your child's school. Then you can contact the P-EBT Customer Service at 1-833-415-0569.</p> <p>For CCSC employees only: CCSC is responsible for Tier 1 calls for P-EBT information. If the P-EBT recipient calls CCSC prior to contacting the P-EBT hotline, the worker must answer all questions based on the P-EBT FAQ. Any questions they can't answer can be forwarded to the constituent services email. CCSC workers must help P-EBT recipients. They must give the client the P-EBT hotline number for future reference.</p>
<i>The School Aged P-EBT card is under my child's name. Can I speak with Customer Service if I'm having issues with my card?</i>	Yes. Because you are the child's guardian, your child's school, FIS and P-EBT Customer Service staff will work with you. They will try to address and alleviate any issues you may be having.
<i>If a child's address and guardian changes</i>	Yes. A new P-EBT card will be sent, only for those children that had the change in address and guardian.

<p><i>for School Aged - P-EBT, will a new P-EBT card be sent out?</i></p>	
<p><i>If the eldest sibling has aged out or graduated during school year, will a new P-EBT card be sent out for any remaining children in the household?</i></p>	<p>Yes. A new P-EBT card will be sent in the name of the next eldest child.</p>
<p><i>Why does my P-EBT card show as lost/stolen? I hear this when I call the 1-800 number. I called to check the status of my child's School Aged P-EBT benefits.</i></p>	<ul style="list-style-type: none"> • If a new or updated guardian and address were reported by the child's school, a new card was issued. It went to the new guardian. It went to the updated address. The original card will now have a lost/stolen or damaged status. • If the eldest child is 18 and graduates, a new card will go to the next eldest child in the household that gets P-EBT. The original card issued to the eldest child will have a lost/stolen or damaged status. <p>Other reasons can be checked with P-EBT Customer Service. Call 1-833-415-0569.</p>
<p><i>Can I place a security code on my P-EBT card to protect my benefits?</i></p>	<p>Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.</p>
<p><i>How are school absences due to COVID reported for school aged students?</i></p>	<p>Each District/School keeps track of each of these absences to report this data to the PED for P-EBT eligibility for the time the student did not have access to school breakfast or lunch during April 2021 ongoing. This data must have been reported by the school in order for the school aged child to be eligible.</p>