

# SCHOOL AGED PANDEMIC EBT (P-EBT)



VERSION DATE 09/29/2023

UPDATES AND ADDITIONS WILL BY HIGHLIGHTED

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

P-EBT Eligibility	
Question	Answer
<b><i>What is School Aged P-EBT for?</i></b>	<p>The P-EBT program was created in Spring of 2020 to supplement the free or reduced-priced meals your child would get if their school were not closed due to the COVID-19 pandemic.</p> <p><b>NOTE: The School Aged P-EBT for School Year 2022-2023, will only be issued one time for the summer months. There will be no other issuances for P-EBT for school aged children.</b></p>
<b><i>How can I get this benefit for the Summer of 2023 for my School Aged child?</i></b>	<p>In order for the child to be eligible they must have attended school as of the last date of the school year for 2022-2023 <b>and</b> approved for Free or Reduced Priced meals for Breakfast/Lunch through the National School Lunch Program (NSLP). Or, the child may have attended a school that received Free Meals through Community Eligibility Provision (CEP).</p> <ul style="list-style-type: none"><li>• For households that become newly eligible during the summer, applications for Free or Reduced Priced Meals must be submitted to the school by May 30, 2023.</li></ul>
<b><i>Whom do I contact at my school to see if my child is eligible?</i></b>	<p>You can contact your school directly, to see if your child was eligible free or reduced lunch through Community Eligibility Provision (CEP) or the National School Lunch Program (NSLP) by May 30, 2023.</p>
<b><i>What is the status of School Aged P-EBT for the school year 2022-2023?</i></b>	<p>School Aged P-EBT will only be issued for the summer months to supplement those meals the children are missing while on Summer Break. There is no approved P-EBT for the School Year months.</p>
<b><i>How will the Summer 2023 P-EBT benefit be issued?</i></b>	<p>The Summer P-EBT benefit will be deposited onto the child's P-PEBT card. A new card will go out to those who had never received P-EBT in the past. Benefits will be deposited onto the oldest school aged child if there are multiple children in the house.</p>

## Benefit Issuance

Question	Answer
<b>How much will the benefit be?</b>	The benefit amount be a one time set amount of \$120.
<b>When will the School Aged P-EBT be deposited on my eligible child's card?</b>	Children eligible for these benefits can start to see the benefit as soon as September 12. The deposits and card mail out will occur in phases and the final mail out for the cards will be on September 25. There are 52,000 new cards that will be mailed to children that are either newly enrolled or have a new listed guardian/address from prior issuances. It will take 7-10 business days for families to receive their cards. It is encouraged to hold onto these cards that the families receive.
<b>I have my child. Someone else got the School Aged P-EBT benefit. Why?</b>	The School Aged P-EBT benefits are issued based on what your school district has on file for your child for address and guardian or parent.
<b>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?</b>	You will need to update your address with your child's school. Then you can call the Consolidated Customer Service Center (CCSC) 1-800-283-4465 to have your address updated for a new P-EBT card.

## EBT Card Activation

Question	Answer
<b>I have never activated an EBT card. What steps do I take?</b>	<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"> <li>• 16-digit EBT card number</li> <li>• Primary account holders date of birth to be entered as MM/DD/YYYY <i>Note: Spanish speakers enter DD/MM/YYYY</i></li> <li>• Primary account holders 5-digit zip code</li> <li>• Requested 4-digit PIN</li> <li>• Confirmation of the 4-digit PIN</li> </ul> <p>Once this is done, the card will be active. The PIN is set. The card can be used right away.</p>
<b>The School Aged P-EBT card is under my child's name. Can I speak with Customer</b>	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.

<b>Service if I'm having issues with my card?</b>	
<b>When setting up the P-EBT card, what do I do if the child's DOB is incorrect?</b>	Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465 so they can update your child's correct information in FIS.
<b>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?</b>	Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465 so they can update your child's correct information in FIS.

## Using EBT Cards

Question	Answer
<b>Where can I use P-EBT?</b>	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: <a href="https://usda-fns.hub.arcgis.com/datasets/USDA-FNS::snap-store-locations/explore">https://usda-fns.hub.arcgis.com/datasets/USDA-FNS::snap-store-locations/explore</a>
<b>How are P-EBT cards issued? How are P-EBT benefits issued?</b>	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.
<b>What if I have more than one child? Will I get more than one P-EBT card?</b>	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 1-800-283-4465.
<b>Why did I not get a card for my child? I know they are eligible.</b>	Please call the Consolidated Customer Service Center. They can check your child's information. Call 1-800-283-4465. Here are some possible reasons: <ul style="list-style-type: none"> <li>• Benefits may have been paid to the eldest sibling's card.</li> <li>• 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.</li> <li>• 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"> <li>○ We cannot separate a benefit that has already been paid out.</li> <li>○ Benefits cannot be paid retroactively.</li> </ul> </li> </ul>

	<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>
<p><b>Who can I call if I did not get a P-EBT card?</b></p>	<p>Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465.</p>
<p><b>How can I check the balance of my child's P-EBT card?</b></p>	<p>Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to <a href="http://www.ebtedge.com">http://www.ebtedge.com</a>.</p>
<p><b>What do I do if I need a replacement P-EBT card?</b></p>	<p>Call FIS Customer Service. Call 1-800-843-8303.</p>
<p><b>How do I order a replacement card through the FIS number?</b></p>	<p>Call FIS Customer Service. Call 1-800-843-8303.</p> <ul style="list-style-type: none"> <li>• Press 2 for Spanish.</li> <li>• Prompt will ask for the 16-digit card number.</li> <li>• 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.</li> <li>• 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"> <li>○ If the client wants the card mailed to a new address, they will be directed back to the state to update the address.</li> </ul> </li> </ul>
<p><b>If a child's address and guardian changes for School Aged -P-EBT, will a new P-EBT card be sent out?</b></p>	<p>Yes. A new P-EBT card will be sent, only for those children that had the change in address and guardian from the last school year.</p>
<p><b>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?</b></p>	<p>Yes. A new P-EBT card will be sent in the name of the next eldest child.</p>
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p>Other reasons, call the Consolidated Customer Service Center (CCSC) 1-800-283-4465.</p>

<b><i>Can I place a security code on my P-EBT card to protect my benefits?</i></b>	Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.
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## Benefit Expungement

Question	Answer
<b><i>Does the P-EBT card expire?</i></b>	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.
<b><i>If I do not use the P-EBT card, do I send it back to HSD?</i></b>	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.
<b><i>I got a P-EBT card, but I do not need it. Can I give it to a family who does?</i></b>	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.

## Miscellaneous

Question	Answer
<b><i>My child is not a citizen but gets free or reduced-price meals. Can they get School Aged P-EBT?</i></b>	Their immigration status does not matter. School Aged P-EBT does not fall under Public Charge.
<b><i>Will this impact me becoming a citizen?</i></b>	P-EBT does not fall under Public Charge.