

# CHILDCARE PANDEMIC EBT (P-EBT)



VERSION DATE 08/04/2023

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

## P-EBT Eligibility

Question	Answer
<b>What is the P-EBT Childcare issuance?</b>	<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>
<b>What are the eligibility requirements for P-EBT Childcare from August 2022-May 11, 2023?</b>	<p>To be eligible, the child must meet all these criteria:</p> <ol style="list-style-type: none"><li>1. Be under 6 years of age</li><li>2. Received SNAP benefits during the timeframe of August 2022 – May 11, 2023<ul style="list-style-type: none"><li>• Must receive SNAP in the month to be eligible for P-EBT. Each month is looked at for eligibility.</li></ul></li></ol>
<b>What months will my child receive the P-EBT Childcare issuance for?</b>	<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, 2022 through May 11, 2023.</p> <ul style="list-style-type: none"><li>• August 2022 and September 2022 will be deposited on April 19 through April 21, 2023.</li><li>• October and November 2022 will be made in May 2023.</li><li>• December 2022 will be made in June 2023.</li><li>• January, February, March 2023 will be made in July 2023</li><li>• April and May 2023 will be deposited August 17<sup>th</sup>-August 18<sup>th</sup>.</li></ul> <p>Note: there will be no issuances for the summer months. In order for Childcare P-EBT to be authorized by FNS, a Public Health Emergency (PHE) due to COVID must be in place. The PHE is due to end on May 11, 2023</p>
<b>If my child is not on SNAP but is 5 or</b>	<p>No, your child must have received SNAP in any of the months between August 1, 2022 through May 11, 2023 to receive P-EBT.</p>

<b><i>younger and in childcare will they be eligible for the P-EBT Childcare issuance?</i></b>	
<b><i>Whom do I contact to see if my child is eligible for P-EBT Childcare?</i></b>	Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465.

## Benefit Issuance

Question	Answer
<b><i>How much will my child receive for the P-EBT Childcare issuance?</i></b>	For the months of: August 2022-December 2022 they will receive \$24.59 each month. January 2023-April 2023 they will receive \$18.11 per month. May 2023 they will receive \$9.06.
<b><i>Will my child receive an EBT card if eligible for the P-EBT Childcare issuance?</i></b>	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 2021-2022 issuance, a child will receive a new P-EBT card.
<b><i>My child was 5 and younger, on SNAP but only was eligible for months from August 1, 2022 through March 2023. Why did they not get for April and May 2023?</i></b>	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
<b><i>How can I check the balance of my child's P-EBT card?</i></b>	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> .
<b><i>What do I do if I need a replacement P-EBT card?</i></b>	Call FIS Customer Service. Call 1-800-843-8303.
<b><i>How do I order a replacement P-EBT card through the FIS number?</i></b>	Call FIS Customer Service. Call 1-800-843-8303. <ul style="list-style-type: none"> <li>• Press 2 for Spanish.</li> <li>• Prompt will ask for the 16-digit card number.</li> </ul>

	<ul style="list-style-type: none"> <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.</li> </ul> <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 1-800-283-4465.</p>
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Using EBT Cards	
Question	Answer
<b><i>Where can I use P-EBT?</i></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="http://arcgis.com">SNAP Retailer Locator (arcgis.com)</a>
<b><i>Who can I call if I did not get a P-EBT card for the P-EBT Childcare issuance?</i></b>	Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465.
<b><i>What do I do if I only got funds on my child’s EBT card for one child and not my other children for the P-EBT Childcare issuance?</i></b>	Call the Consolidated Customer Service Center (CCSC) 1-800-283-4465.
<b><i>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?</i></b>	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.