



Q&A

| SUN Bucks Eligibility | |
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| Question | Answer |
| What are SUN Bucks? | SUN Bucks is a new program available to families that provides access to purchase food during the summer when school-aged children are not in school. |
| How do I know if my child is eligible? | There are many ways your child can be eligible to get SUN Bucks: <ul style="list-style-type: none"> • Your school-aged child received free or reduced meals under the National School Lunch Program (NSLP) or School Breakfast Program (SBP). • Your child’s school reported your child is homeless, a migrant, or in foster care. • Your child received SNAP, Medicaid, or TANF anytime during the school year. • You applied for SUN Bucks and were approved. (See <i>“How do I apply for SUN Bucks?”</i>) |
| What does school-aged mean for SUN Bucks EBT? | <ul style="list-style-type: none"> • School-aged means the years when a child is required to attend school, or an equivalent program as defined by State or Tribal law. • In other words, the child must be under 18 by July 1, 2023, and older than age 5 by June 30, 2024. • Children turning 18 during the 2023 – 2024 school year are still eligible. |
| How will the SUN Bucks EBT benefit be issued? | The SUN Bucks EBT benefit will be deposited onto the child’s SUN Bucks EBT card. The SUN Bucks EBT card will be different than the regular EBT card provided for SNAP. Cards will be automatically mailed starting 08/05/2024 for school year 2023-2024. If multiple children are in the home, the benefits will be deposited onto the card of the oldest school-aged child. |
| Whom do I contact at my school to verify if my child was eligible for NSLP/SBP or if my child was reported as homeless, a migrant, or in foster care? | For questions about being considered categorically eligible through the schools, please contact summer.ebt@ped.nm.gov or call PED at 505-695-8454. |
| Which schools are participating in the National School Lunch Program? | You can find a list of participating schools on the HCA website here . |
| What if my child’s school is not in the list? | Children that do not attend an NSLP/SBP participating school are not eligible for SUN Bucks if they were not automatically enrolled based on another criteria. (See <i>“How do I know if my child is eligible?”</i>) Some Bureau of Indian Education (BIE) and private schools do not participate in NSLP/SBP. |
| Are there any other food programs for children this summer? | Along with SUN Bucks, children under 18 in your home can receive free meals during the summer at a summer meal site. You can call 1-866-3-HUNGRY or 1-877-8-HAMBRE, or you can text 914-342-7744 with the keyword “SUMMER MEALS” to find the location closest to you. |

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| <i>Do I have to be a US Citizen to apply for SUN Bucks?</i> | No, Citizenship is not a factor of eligibility for SUN Bucks. Applying for or receiving SUN Bucks does NOT affect the immigration status of your child(ren) or family. It will NOT affect your ability to: <ul style="list-style-type: none"> • Remain in the United States, • Get a Green Card/Legal Permanent Resident Status, • Keep a Green Card/Legal Permanent Resident Status, or • Become a U.S. Citizen. |
| <i>What if my child is homeschooled? Will they qualify?</i> | Some homeschooled children will be eligible if they are receiving SNAP, TANF or Medicaid. |

Application Processing

| Question | Answer |
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| <i>How do I apply for SUN Bucks?</i> | <p>Many families will receive SUN Bucks automatically if they are receiving benefits from the Health Care Authority, such as Medicaid, SNAP, or TANF, or if the child was determined to be eligible by the child’s school. Other families may need to apply for the program. If you need to apply, you will be asked to provide information such as your child’s name, school, date of birth, and home address in addition to your household income. You will not need to provide Social Security numbers or proof of citizenship.</p> <p>To apply, your child must meet the following criteria.</p> <ul style="list-style-type: none"> • Must attend an NSLP/SBP participating school. Link here for list of participating NSLP/SBP schools in NM. • No approved NSLP/SBP application on file with the school. • Have a household income that is less than 185% of Federal Poverty Level. (NSLP income guidelines) • Reside in the state of NM. |
| <i>How can I submit an application?</i> | <p>For school year 2023-2024, applications can be submitted any time between current date through 8/15/24 at:</p> <ul style="list-style-type: none"> • Online: https://summerebtm.org/ • Mail: <p style="margin-left: 40px;">NMPED 300 Don Gaspar Ave, Santa Fe, NM 87501 Attn: Summer EBT / SSWB</p> <p>Paper copies of the application form will be available at most school administrative offices. Applications may be printed from the NMPED website at: https://summerebtm.org/getsupport/.</p> <p>There will be some students who are not eligible for SUN Bucks. Students who are not automatically eligible will need to apply; however, if a student does not attend an NSLP/SBP participating school, the student is not eligible for SUN Bucks. Some Bureau of Indian Education (BIE) and Private schools do not participate in NSLP/SBP.</p> |
| <i>I applied for SUN Bucks, but I have not received a decision stating if my children qualify.</i> | <p>Applying online for SUN Bucks does not immediately determine if your children qualify. It takes approximately two weeks to process your application. If you have not received a decision letter after two weeks, please contact Public Education’s Summer EBT Hotline at (505) 695-8454 to speak with a representative Monday – Friday 8:00AM – 5:00PM or send an email to summer.ebt@ped.nm.gov.</p> |

Benefit Issuance


| Question | Answer |
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| <i>How much will the benefit be?</i> | The benefit amount will be a one-time deposit of \$120.00 per eligible child. |
| <i>When will SUN Bucks be deposited onto my eligible child's card?</i> | SUN Bucks cards will be mailed August 5, 2024 and will take 3-5 business days for families to receive their EBT cards. The first issuance will be issued to: the eligible students who received SNAP, TANF, or Medicaid benefits, the households who are homeless, migrant or in foster care. Additional issuances are TBD and this date will be updated in the future. |
| <i>I have my child with me. Someone else got the SUN Bucks EBT benefit. Why?</i> | <p>If you receive benefits from the Health Care Authority, SUN Bucks are issued based on the information the HCA has on file for the child. Many benefits issued by the HCA, including SNAP, are on a first-come first-served basis.</p> <p>If you do not receive benefits from HCA, the SUN Bucks EBT benefits are issued based on what your school district has on file for your child's address and parent/guardian.</p> |
| <i>If a child's address and guardian/parent changes after the SUN Bucks is issued, can the new guardian or parent call and have a new card mailed to them?</i> | HCA is unable to change guardian/parent status in order to send a new card. Information on the child's SUN Bucks status can only be given to those listed on the system. The benefits are intended for the child and it will be up to the previous guardian/parent to work with the current guardian/parent to obtain the child's card. |
| <i>My mailing address is different from the one used to register my children for school. How do I update this to get the SUN Bucks card?</i> | <p>To update your address or contact information:</p> <p>If you get benefits through the Health Care Authority:</p> <ul style="list-style-type: none"> • Visit www.yes.state.nm.us. Update your contact information via chat or YesNM account. • Call 1-800-283-4465. • Visit a local HCA office. <p>If you do not have benefits with the Health Care Authority:</p> <ul style="list-style-type: none"> • Contact your child's school records office to update your address. • If you applied separately through PED, the card will be mailed to the address specified on your application. <p>To order a replacement SUN Bucks EBT card:</p> <ul style="list-style-type: none"> • Please call EBT Customer Service at 1-800-843-8303, or • Request a replacement card using the EBT EDGE app. • Note: Please use the eldest child's information for the request. |

EBT Card Activation

| Question | Answer |
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| <i>I have never activated an EBT card. What steps do I take?</i> | <p>When you get your SUN Bucks EBT card, please call FIS at 1-800-843-8303 to create a PIN.</p> <p>You must do this before the card can be used. The phone number is located on the back of your card. During the call, you will be asked for the following:</p> <ul style="list-style-type: none"> • 16-digit EBT card number. • Eldest Child's Date of birth to be entered as MM/DD/YYYY. <p>Note: Spanish speakers enter DD/MM/YYYY.</p> |

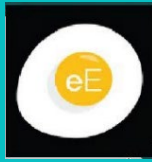
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| | <ul style="list-style-type: none"> • Primary account holder’s 5-digit mailing zip code. • Requested 4-digit PIN. • Confirmation of the 4-digit PIN <p>Once this is done, the card will be activated. The PIN is set. Your card can be used right away.</p> |
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Using EBT Cards

| Question | Answer |
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| <i>My child previously received P-EBT. Will I still be able to use the P-EBT card for SUN Bucks?</i> | No, the P-EBT cards from prior years cannot be used. New SUN Bucks cards for eligible children are scheduled to be automatically mailed starting 08/05/2024. |
| <i>What if I have more than one child in my home? Will I get more than one SUN Bucks card?</i> | If you have more than one child, your household will only receive one SUN Bucks EBT card. The card will be mailed out under the name of the oldest child in the home at the time benefits are issued and will contain the benefits for each qualifying child. |
| <i>What do I do if I need a replacement SUN Bucks EBT card?</i> | <p>If you lost your SUN Bucks EBT card, you can order a replacement card on the app. You can download the app from this website. http://www.ebtEDGEmobile.com. To ensure you have downloaded the correct app, please confirm that the app has the “egg” logo.</p>  <p>Once you’ve downloaded the app, you can order a replacement card by using the following steps. Please use eldest child’s information for the request.</p> <ul style="list-style-type: none"> • Select a card from the Welcome page to go to the Account Summary page for that card. • Select Replace Card on the Account Services section of the Account Summary page. • Select your reason for requesting a replacement card, then click the Continue button. • Confirm your identity and select the appropriate option for your displayed address. (Correct or incorrect.) • Click Continue to see the confirmation that a replacement card will be mailed. <p>If you still require assistance, please call EBT Customer Service at 1-800-843-8303.</p> |
| <i>If the eldest sibling has aged out or graduated during the school year, will a new SUN Bucks card be sent out for any remaining children in the household?</i> | Yes, a new SUN Bucks card will be sent under the name of the next eldest child in the home. |
| <i>What if my child is homeless? How can I access the card?</i> | The school liaison will have the cards for those categorized as homeless. Please contact your school’s liaison for additional information. |

How can I check the balance of my child's SUN Bucks card?

You can check online at <http://www.ebtedge.com> or download the mobile app from here. <http://www.ebtEDGEmobile.com>. To ensure you have downloaded the correct app, please confirm that the app has the "egg" logo.



If you still require assistance, please call EBT Customer Service at 1-800-843-8303. Please use eldest child's information for the request. You can find a helpful QR code below which links directly to the website.



ebtEDGEmobile.com

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What can I buy with SUN Bucks?

You **can** use SUN Bucks to purchase:

- fruits and vegetables,
- meat, poultry, and fish,
- dairy products,
- breads and cereals,
- snack foods and non-alcoholic drinks.

You **cannot** use SUN Bucks to buy:

- hot foods,
- pet foods,
- cleaning or household supplies,
- personal hygiene items,
- medicine.

Where can I use SUN Bucks?

You can use SUN Bucks the same way as SNAP benefits. This benefit is used to purchase SNAP eligible food. Many grocery stores, farmers' markets, convenience stores, and online retailers accept SUN Bucks. To find stores near your location, you can download the app here: [Shop Simple with MyPlate app](#). You can also enter your zip code on the SNAP retailer locator here. <https://www.fns.usda.gov/snap/retailer-locator>.

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| <p><i>If the SUN Bucks benefits are stolen, can they be replaced?</i></p> | <p>If benefits are stolen or skimmed from the SUN Bucks card, they will not be replaced. We encourage parents to lock their SUN Bucks EBT card until they are ready to use the benefits.</p> <p>You can download the ebtEDGE mobile app here http://www.ebtEDGEmobile.com or log in to http://www.ebtedge.com as often as needed to freeze or unfreeze your SUN Bucks EBT card. The instructions for freezing and unfreezing your card are as follows:</p> <ul style="list-style-type: none"> • To freeze a card, select a card from the Welcome page. <ul style="list-style-type: none"> ○ Select Freeze Card on the Account Services section of the Account Summary page ○ When you click on Freeze Card, you see a pop-up asking for confirmation. Click OK. • To unfreeze the card, click on the Unfreeze Card tile. <ul style="list-style-type: none"> ○ You will see a pop-up that says “When you unfreeze the card, you or anyone with your card and PIN will be able to complete any transaction. You can freeze your card at any time. ○ Select OK to unfreeze your card.” Click on OK. |
| <p><i>What is an example of an unauthorized purchase?</i></p> | <p>SUN Bucks cannot be used for unauthorized purposes. Some examples of unauthorized purchases include:</p> <ul style="list-style-type: none"> • Purchasing non-food items (e.g., clothing, electronics). • Buying hot prepared foods. • Transferring benefits to others who are not eligible. • Exchanging benefits for cash. |
| <p><i>Are there any penalties for unauthorized purchases?</i></p> | <p>Misuse of SUN Bucks can result in penalties, which include:</p> <ul style="list-style-type: none"> • Disqualification from the program. • Legal action. • Repayment of misused benefits. • Loss of future benefits. • Fines or other consequences as specified by law. |

| Benefit Expungement and Declining SUN Bucks | |
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| Question | Answer |
| <p><i>How long do I have to use my SUN Bucks?</i></p> | <p>You must use your SUN Bucks within 122 days from when they were issued. If you do not use all the benefits, they will be removed from the child's card. After benefits are expunged, they cannot be reissued.</p> |
| <p><i>I got a SUN Bucks EBT card, but I do not need it. Can I give it to a family who does?</i></p> | <p>The SUN Bucks EBT card is a benefit intended for the child(ren) to whom it was issued. Your child's benefits can be used for all other members in your household; however, the card and benefits cannot be transferred to another family or household. The benefits will remain available on the card for 122 days from the date issued.</p> <p>If you do not use the benefits, they will be removed from the child's card. After benefits are expunged, they cannot be reissued.</p> |
| <p><i>How can I decline my SUN Bucks?</i></p> | <p>If you wish to decline SUN Bucks, please do not activate, and do not use the EBT card.</p> |

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| <p><i>I received a letter telling me that if I don't use my benefits in the next 30 days they will be taken away. Why are they being taken away if I haven't had a chance to use them?</i></p> | <p>These benefits are only available during the summer months when children are not in school. Any amounts left on your card by 12/05/2024 will be taken off your card or expunged. If you have any amount left over, be sure to use it by 12/05/2024.</p> |
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| <h2 style="text-align: center;">Denials and Fair Hearings</h2> | |
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| Question | Answer |
| <p><i>Why was my application for SUN Bucks denied?</i></p> | <p>If you applied through New Mexico Public Education Department (NMPED), you received a notice from NMPED explaining the reason your application was denied. Common reasons applications may be denied include the child not meeting NM residency requirements, household income exceeding the NSLP income guidelines (185% FPL), and the child not attending a school participating in the National School Lunch Program or School Breakfast Program.</p> <p>If you have questions about why your application was denied, you can refer to the notice you received for an explanation. If you still have questions or require additional details, you may contact NMPED through email at summer.ebt@ped.nm.gov or by phone at (505) 695-8454.</p> |
| <p><i>What if I do not agree with the denial of my SUN Bucks application?</i></p> | <p>You may ask for a Fair Hearing. This is a request to review the outcome of your denial. To ask for a hearing, email summer.ebt@ped.nm.gov or call (505) 695-8454.</p> <p>You have until 11/13/2024 to ask for a Fair Hearing. You may reapply for SUN Bucks for the 2023-2024 school year any time through 08/15/2024.</p> |