

# SCHOOL AGED PANDEMIC EBT (P-EBT)



VERSION DATE 01/12/2022

UPDATES AND ADDITIONS WILL BE HIGHLIGHTED

**Questions and Answers will be updated as new information is received**	
Question	Answer
<b>Why am I getting School Aged P-EBT?</b>	The P-EBT benefit was enacted with the Families First Coronavirus Response Act. It supplements the free or reduced-priced meals your child would get if their school were not closed due to the COVID-19 pandemic.
<b>What is School Aged P-EBT for?</b>	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.
<b>What school year is this benefit for?</b>	<p>For school year 2019–2020, P-EBT benefits were issued for the months of March to June 2020.</p> <p>For school year 2020–2021, P-EBT benefits were issued for the months of August 2020 to Summer 2021.</p> <p>For school year 2021-2022, P-EBT benefits and dates are yet to be determined.</p>
<b>When where the P-EBT issuances for School Aged Students?</b>	<p>For current years school aged P-EBT Issuances see below:</p> <p>10/2020-11/2020 – Issuance 2/27/2021</p> <p>12/2020-01/2021 – Issuance 3/27/2021</p> <p>02/2021-03/2021 – Issuance 05/05/2021</p> <p>04/2021-05/2021 – Issuance 01/23/2022</p> <p>June, July, and August Issuance – 08/08/2021</p>
<b>How can I get this benefit?</b>	<p>Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program <b>and</b> missed school for 5 consecutive days due to COVID-19. This includes:</p> <ul style="list-style-type: none"> <li>• Missing school if the student test positive for COVID and or in close contact with a student who test positive and were quarantined.</li> <li>• The student also qualifies if the student's district/school was shut down due to positive COVID cases.</li> </ul>
<b>How much will the benefit be for?</b>	The benefit amount will vary from child to child. It is calculated at \$6.82 per day for each day the student missed school due to COVID-19 reasons.
<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.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4">https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4</a>
<b>Whom do I contact at my school to see if my child is eligible?</b>	Call P-EBT Customer Service. Call 1-833-415-0569 or go online at <a href="https://www.yes.state.nm.us/yesnn/home/index">https://www.yes.state.nm.us/yesnn/home/index</a>
<b>My child goes to a private school. He/she gets free meals. Can he/she get School Aged P-EBT?</b>	This is determined on a case-by-case basis. It depends on the school. Please call P-EBT Customer Service. Call 1-833-415-0569.
<b>Can children who are homeschooled get School Aged P-EBT?</b>	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.
<b>Can I still pick up meals from my kid's school while I have P-EBT?</b>	Yes
<b>My child is not a citizen but gets free or reduced-price meals. Can they get School Aged P-EBT?</b>	As long as a child would get free or reduced-price school meals through NSLP, they can get School Aged P-EBT. Their immigration status does not matter. School Aged P-EBT does not fall under Public Charge.
<b>Will this impact me becoming a citizen?</b>	P-EBT does not fall under Public Charge.
<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. In case your child continues to qualify for school aged P-EBT, keep your child's P-EBT card. Do not destroy.
<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 1-833-415-0569.
<b>I have my child. Someone else got the School Aged P-EBT benefit. Why? What can I do to get the benefit?</b>	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 call P-EBT Customer Service. Call 1-833-415-0569. They can review your child's information. Please update your child's info with the school. Then the child can get their own card. They can start getting their own benefit going forward.

<b><i>Why did I not get a card for my child? I know they are eligible.</i></b>	<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"> <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>
<b><i>Does the P-EBT card expire?</i></b>	The P-EBT benefit will stay on the card for one year. If you do not use it, the benefit will be recouped for lack of use after one year. 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 one year. 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 one year. 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 one year. If you do not use the benefit, it will be recouped for lack of use. This is automatic.
<b><i>I have never activated an EBT card. What steps do I take?</i></b>	<p>Follow these steps:</p> <p>When the household gets its P-EBT card, call FIS 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 <ul style="list-style-type: none"> <li>• Note: Spanish speakers enter DD/MM/YYYY</li> </ul> </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><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></b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<b><i>When setting up the P-EBT card, what do I do if the child's DOB is incorrect?</i></b>	Please call P-EBT Customer Service. Call 1-833-415-0569.

<b>Who can I call if I did not get a P-EBT card?</b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<b>What do I do if I only got funds for one child and not my other children?</b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<b>How can I check the balance of my child's P-EBT card?</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>What do I do if I need a replacement P-EBT card?</b>	Call FIS Customer Service. Call 1-800-843-8303.
<b>How do I order a replacement card through the FIS number?</b>	<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>If directed back to the state, guardian must call P-EBT Customer Service at 1-833-415-0569.</p>
<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>	<p>Call P-EBT Customer Service at 1-833-415-0569. If you call the ISD Customer Service Center, they will forward your information to P-EBT Customer Service. P-EBT Customer Service will call you back.</p> <p><b>For CCSC employees only:</b> 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>
<b>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?</b>	Yes. Because you are the child's guardian, both 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>If a child's address and guardian changes for School Aged - P-EBT, will a new</b>	Yes. A new P-EBT card will be sent, only for those children that had the change in address and guardian.

<b>P-EBT card be sent out?</b>	
<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>	Yes. A new P-EBT card will be sent in the name of the next eldest child.
<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>	<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 can be checked with P-EBT Customer Service. Call 1-833-415-0569.</p>
<b>Can I place a security code on my P-EBT card to protect my benefits?</b>	Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.
<b>How will I know if my child/children qualify for the April/May issuance of school-aged P-EBT?</b>	<p>A child is eligible for the April and May 2021 School Aged P-EBT issuance if they were eligible for free or reduced-price meals through the National School Lunch Program <b>and</b> missed school for 5 consecutive days due to COVID-19. This includes:</p> <ul style="list-style-type: none"> <li>• Missing school if the student tests positive for COVID and or was in close contact with a student who tested positive and were quarantined.</li> <li>• The student also qualifies if the student's district/school was shut down due to positive COVID cases.</li> </ul> <p>Each District/School kept track of each of these absences and reported this data to the PED for eligibility of P-EBT for the time the student did not have access to breakfast or lunch at school.</p> <p>Approximately 81,000 School Aged children will receive their April and May 2021 benefit on 01/19/2022. The benefit amount will vary from child to child. It is calculated at \$6.82 per day the student was out of school due to COVID-19.</p>