

## PANDEMIC EBT (P-EBT)



VERSION DATE 2.27.2021

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

Question	Answer
<b><i>Why am I getting P-EBT?</i></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><i>What is P-EBT for?</i></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><i>What school year is this benefit for?</i></b>	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 have been issued for the months of August to September 2020. Benefits will be issued for the remaining months. That is for students who have gone to school online. It is also for students on the hybrid model.
<b><i>What months is P-EBT approved for?</i></b>	P-EBT was approved for March-June 2020. It was extended from August 2020 to June 2021. The student would have had to be eligible for free or reduced-priced school meals. That would be through the National School Lunch Program.
<b><i>When can I expect to get P-EBT for October and ongoing?</i></b>	The P-EBT issuance schedule applies to all eligible students. That is regardless of SNAP eligibility. The tentative issuance schedule is as follows: 10/2020-11/2020 – Issuance 2/27/2021 12/2020-01/2021 – Issuance 3/27/2021 02/2021-03/2021 – Issuance date TBD 04/2021-05/2021 – Issuance date TBD 06/2021 – Issuance date TBD
<b><i>How can I get this benefit?</i></b>	Your child can get P-EBT if they get free or reduced-price school meals. That means when they were going to in-person classes. Contact your local school district. Ask if your child would get free or reduced-price school lunch. That means through the National School Lunch Program.
<b><i>How much was the benefit for school year 2019-2020?</i></b>	Benefits vary. They vary from month-to-month. This is based on the number of days the student was eligible. The daily rate was \$5.70. That was per child. Benefits are not rounded. Customers get the exact amount. To calculate eligible days: <ul style="list-style-type: none"> <li>• The child would have gotten free or reduced-price school meals under the National School Lunch Program if not for the COVID-19 public-health emergency; and</li> <li>• The child does not get free or reduced-price meals at school now. That is because the school is closed. Or it has been operating with reduced attendance. Or it has reduced hours. That must be for at least 5 consecutive days in the current school year.</li> </ul>
<b><i>How much will the benefit be for</i></b>	The daily rate is \$6.82. That is per child. It is for each day they were 100 percent virtual in school. That is until the school started a hybrid school model. School in New Mexico had various start

<b><i>school year 2020-2021?</i></b>	dates. They started the hybrid model at different times. Therefore, each school site will have a different P-EBT benefit. Please see the spreadsheet <a href="#">linked</a> here. Benefits will not be rounded. Customers will get the exact amount.
<b><i>My child did not get \$6.82 per day in August and September. Will they get a supplement with the new amount approved in January 2021?</i></b>	Yes. Your child will get a supplement. That will go on their P-EBT card. It will be \$0.96 per day. It will be issued for the months of August and September 2020. It will come in April 2021.
<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="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><i>Whom do I contact at my school to see if my child is eligible?</i></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><i>My child goes to a private school. He/she gets free meals. Can he/she get P-EBT?</i></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><i>Can children who are homeschooled get P-EBT?</i></b>	Only children in National School Lunch Program (NSLP) schools can get P-EBT. That means they must go to a school in NSLP and be eligible.
<b><i>Can children in daycare get P-EBT?</i></b>	There is a Public Health Emergency designation in place. Due to this, a child can get benefits under P-EBT’s childcare component. This starts October 1, 2020. Three conditions must be met: <ul style="list-style-type: none"> <li>i. The child must be a member of a household that got SNAP benefits. That means at any time since October 1, 2020.</li> <li>ii. The child must be enrolled in a covered childcare facility.</li> <li>iii. The facility must be closed or operating with reduced attendance or reduced hours for at least 5 consecutive days. This means the child can’t attend the facility. Or one or more schools in the area of the childcare facility must be closed or operating with reduced attendance or hours. Or the school that is closed or operating with reduce attendance or hours must be in the area of the child’s home. <b>Dates of issuance for these benefits are to be determined.</b></li> </ul>
<b><i>Can I still pick up meals from my kid’s school while I have P-EBT?</i></b>	Yes

<b><i>My child is not a citizen but gets free or reduced-price meals. Can they get P-EBT?</i></b>	As long as a child would get free or reduced-price school meals through NSLP, they can get P-EBT. Their immigration status does not matter. 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.
<b><i>How are P-EBT cards issued? How are P-EBT benefits issued?</i></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><i>Will I get a new P-EBT card if I got one in the last school year?</i></b>	No, if you got a P-EBT card before, the benefits will go onto that card.
<b><i>What if I have more than one child? Will I get more than one P-EBT card?</i></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>I have my child. Someone else got the P-EBT benefit. Why? What can I do to get the benefit?</i></b>	The 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>	Please call P-EBT Customer Service. They can check your child's information. Call 1-833-415-0569. 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>***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</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>a family who does?</i></b>	
<b><i>I have never activated an EBT card. What steps do I take?</i></b>	<p>Follow these steps:  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><i>Who can I call if I did not get a P-EBT card?</i></b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<b><i>What do I do if I only got funds for one child and not my other children?</i></b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<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 card through the FIS number?</i></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</li> </ul>

	<p>order you a new card. That goes to the current address in the system.</p> <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> <p>If directed back to the state, guardian must call P-EBT Customer Service at 1-833-415-0569.</p>
<b><i>Is there a way for parents to update their child's address for a P-EBT card online?</i></b>	<p>Yes. A P-EBT Portal lets parents look up their student's information. They can validate, update, or change their address. That means the address that was placed on the YesNM sign-in page. That is at: <a href="https://www.yes.state.nm.us/yesnm/home/index">https://www.yes.state.nm.us/yesnm/home/index</a>. At the bottom right of the YesNM sign-in page, parents can enter the P-EBT Portal. (Note: Parents do not need to sign into YesNM.)</p>
<b><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></b>	<p>You can do it online. Go to: <a href="https://www.yes.state.nm.us/yesnm/home/index">https://www.yes.state.nm.us/yesnm/home/index</a>. Or 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><i>The P-EBT card is under my child's name. Can I speak with Customer Service if I'm having issues with my card?</i></b>	<p>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.</p>

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