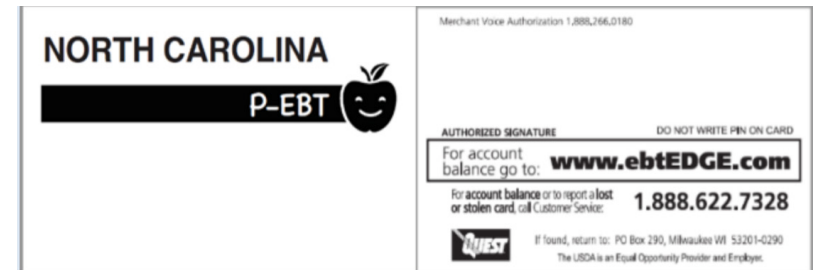


P-EBT FAQ

1. What is P-EBT? The Pandemic Electronic Benefits (P-EBT) program is to help families buy food while school is closed due to Coronavirus Disease (COVID-19). The P-EBT card is for families with children who get free and reduced lunch at school. It gives families benefits to buy food on an EBT card.

2. Can my family get P-EBT?

- You will get P-EBT if you have one or more children in your home who get free and reduced lunch at school.
- **The child's legal and citizenship status does not matter.**
- This includes:
 - Children who get free and reduced lunch at a public school.
 - Children who get free and reduced lunch at a North Carolina charter school that participates in the National Free and Reduced Lunch Program.
 - Children in Head Start Pre-K programs in public schools who get free and reduced lunch.
 - Students who turn 18 while enrolled in school and get free and reduced lunch.



Who will not get P-EBT?

- Children who are homeschooled.
- Children who attend private schools that do not participate in the National Free and Reduced Lunch Program.
- Children who attend charter schools that do not participate in the National Free and Reduced Lunch Program.
- Children who attend Head Start programs that are not in public schools.

3. Can students who are 18 years old and get free and reduced lunch get P-EBT? Yes.

4. Does a child's legal status affect if they get P-EBT? Do they have to be a citizen to get P-EBT? No.

5. Do I need to apply for P-EBT? No. If your child was getting free and reduced lunch at school before school ended because of COVID-19, you will get P-EBT benefits.

6. What if I signed my child up for free and reduced lunch after it was decided that schools would close? The North Carolina Department of Health and Human Services (NC DHHS) is working with the Department of Public Instruction to find students that were signed up for free and reduced lunch after schools closed. Contact your child's school to find out if your child is signed up for free and reduced lunch.

For questions or more information, please:
Call 2-1-1 or 888-892-1162, 24 hours a day
OR go to www.nc211.org

7. How will I get the P-EBT benefits or a P-EBT card?

- P-EBT comes from the state, not your child’s school.
- For families who already get SNAP benefits on an EBT card, the P-EBT benefits will be added to your EBT card mid-May.
- For families who do not get SNAP benefits or do not have an active EBT card, a P-EBT card will come in the mail in mid to late May. The P-EBT card will be sent to the address listed in your child’s school file. **You need to make sure that your child’s school has the correct mailing address on file for your family.**
 - Your family will get a letter in the mail from NCDHHS telling you how to activate and use your EBT card.

8. How will you know where to send my P-EBT card or benefits?

The P-EBT card will be sent to the address listed in your child’s school file. **You need to make sure that your child’s school has the correct mailing address on file for your family.**

9. What if my address is incorrect or I have moved?

- For families already getting SNAP, contact your caseworker and let them know that your address has changed.
- For families that have not gotten SNAP or an EBT card before, you will need to use ebtEDGE.
 - Go to www.ebtedge.com.
 - Click where it says EBT cardholder.
 - Click where it says “First time logging in? Register Here.”
 - Once you register, add your new correct address in ebtEDGE. A card will be sent to the address you put into ebtEDGE.
- EBT cards that could not be delivered will be sent back to NC DHHS. Someone will call your family using the phone number you have on file at your child’s school or the phone number that the Department of Public Instruction has on file for your child.

10. How much benefit will I get on my P-EBT card?

- Families will get about \$371 per child. It will be split into two payments.
- The first payment will be on your P-EBT card in the last two weeks of May.
- The second payment will be on your P-EBT card in the first two weeks of June. This is the final payment.

# of Children Eligible for Free or Reduced Lunch	1st Allotment (34 Days)	2nd Allotment (31 Days)
1 child	\$194	\$177
2 children	\$388	\$353
3 children	\$581	\$530
4 children	\$775	\$707
5 children	\$969	\$884
6 children	\$1,163	\$1,060

For questions or more information, please:
Call 2-1-1 or 888-892-1162, 24 hours a day
OR go to www.nc211.org

11. How long will I have to use the P-EBT benefits? P-EBT benefits will rollover month-to-month but must be used within 365 days of when you got it.

12. Will there be more P-EBT payments if school is closed longer? At this time, P-EBT is only for school missed in March, April, May and June 2020.

13. What if I do not want P-EBT benefits?

- Families should destroy the P-EBT card if they do not want P-EBT funds.
- If you destroyed the P-EBT card but changed your mind and would like to receive P-EBT benefits, call 1-888-622-7328 before **June 12, 2020** and ask for a replacement P-EBT card.

14. How do I activate my P-EBT card?

- To activate your card, go to www.ebtEdge.com, use the ebtEDGE mobile app, or call 1-888-622-7328.
- You will need to make a Personal Identification Number (PIN) to activate the card.
- To create the pin, you need the birthdate(s) of your child or children who get free and reduced lunch at school. Start with the youngest child's birthdate.

15. I did not get a P-EBT card, but I think I should have. What do I do?

- You need to contact your child's school for more information. They will be able to tell you if your child is signed up for free and reduced lunch.
- If your child is not signed up, your school can help you apply for the program.

16. There was a P-EBT benefit on my EBT card and I also got a P-EBT card. Is this a mistake? Probably not. You can use the P-EBT card like you use your EBT card.

17. My child attends a charter school. Will they get P-EBT benefits? If the school participates in the National Free and Reduced Lunch Program and your child gets free or reduced priced lunch, then you should get a P-EBT card.

18. My child goes to private school. Will they get P-EBT benefits? If the school participates in the National Free and Reduced Lunch Program and your child gets free or reduced priced lunch, then you should get a P-EBT card.

19. I homeschool my child. Will they get P-EBT benefits? No.

20. My child is in Head Start. Will they get P-EBT benefits?

- Children in Head Start Pre-K in public schools who get free and reduced lunch should get P-EBT.
- If the Head Start Program is not part of a public school, you will not get P-EBT benefits.

For questions or more information, please:
Call 2-1-1 or 888-892-1162, 24 hours a day
OR go to www.nc211.org

21. I did not fill out a free or reduced-price lunch application this past school year. Will I receive P-EBT benefits for my child?

- No. To get P-EBT, you need to have filled out a 2019-2020 free and reduced lunch application.
- Families can contact their child’s school to sign-up for free and reduced lunch.

22. I have more than one child enrolled in free or reduced lunch. Will I get one card or a card for each child?

- Children in the same household with the same address should get ONE card in the Head of Household’s name.
- It is possible that some households may receive a card for each child.
- The EBT card for children in foster care will go to the address listed in the child’s school file. Foster children in congregate care will have the same address, but each child will get their own card.

23. My child’s whole school participates in the free and reduced lunch program and my child receives free or reduced lunch at school. I did not fill out the free and reduced lunch paperwork. Will my child get P-EBT? Yes. Please make sure your school has your child’s correct mailing address.

24. Do children in foster care get P-EBT benefits? Yes, if the child is in free or reduced lunch at their school.

25. Can I buy hot foods with my P-EBT funds? No.

26. Do I need an ID to use the EBT card at the grocery store? No. By federal law, stores cannot ask for ID for EBT purchases if they do not ask for ID on regular debit card purchases.

27. If I get P-EBT, do I have to stop using the current COVID-19 supplements, Food Nutrition Services benefits, or free meals?

- You can get P-EBT and you can still get other Food Nutrition Services benefits.
- Families should keep using local school and community meal sites for free, nutritious meals for children.
- Families can text **FOODNC to 877-877** to find local meal sites. The service is also available in Spanish by texting **COMIDA to 877-877**.

28. Why can’t I get my card from my child’s school?

P-EBT comes from the state, not your child’s school.

29. Does P-EBT cost anything and do I have to pay these benefits back? No.

30. Do I have to pay for P-EBT? No.

For questions or more information, please:
Call 2-1-1 or 888-892-1162, 24 hours a day
OR go to www.nc211.org