

Pandemic

EBT

Parent/Guardian Frequently Asked Questions

Eligibility

1. What is Pandemic Electronic Benefit Transfer (P-EBT)?

- P-EBT provides supplemental food assistance benefits to students who have temporarily lost access to free or reduced-price school meals due to the COVID-19 pandemic. The goal of the program is to make sure no student goes hungry by missing out on school meals.

2. Do Pre-K, Head Start or GSRP qualify for P-EBT?

* South Lyon Schools programs do not qualify.

3. My student gets free lunch right now, do they qualify for P-EBT?

- Yes, the student may qualify for P-EBT if they meet the Free and Reduced-Price Meal or are Direct Certified by the State.

4. Do I need to apply for P-EBT?

- No, there is no applications process. MDHHS and MDE are working directly with school districts to obtain information that allows direct issuance of benefits to eligible students.

5. Do I need to reapply each month?

- No, benefit eligibility is automatically determined.

Benefits and Payment Information

1. How will I receive P-EBT benefits?

- Any eligible student already on a Food Assistance case will receive their P-EBT benefits on that EBT/Bridge card.
- All other eligible students will receive a P-EBT card in the mail. A separate card will be sent for each eligible student.
- If the student is active on a Medicaid case, the card will be mailed to the address on that case. Be sure to keep your address updated with both MDHHS and your school.

2. If parents do not live together which household receives the P-EBT?

- If your student is active for food or medical benefits with MDHHS the benefits will be issued to the address on the active case. If there is no address on an active MDHHS case the card will be sent to the address that is currently on file with MDE for the student. Be sure to keep your address updated with both MDHHS and your school.

3. What months does the P-EBT program cover?

- September 2020 through June 2021.

4. When will my card be loaded?

- Benefits are expected to begin being issued in late March. A notice will be sent with more information.

5. How can I check my balance or activity?

- Call the EBT customer service number 888-678-8914 or navigate to this link:
www.connectebt.com/miebtclient

6. How long do I have to use my P-EBT money?

- The card must be used at least once in one year or the benefits will be expunged.

Card Questions

1. Will I receive a new P-EBT card if I previously had one?

- Yes. Past P-EBT cards will not be re-used. Remember, if your student now has active Food Assistance their P-EBT money will be loaded onto the family's Bridge Card.

2. I lost my card. How do I get a replacement?

- Contact a customer service representative toll-free at 888-678-8914. The toll-free Customer Service number is available 24 hours a day, 7 days a week for you to request a replacement card. Your replacement card will be mailed within 3 to 5 business days. You will not have to activate this card. The PIN you used on your old card will work with your new card. Once you order a replacement card, your old card will no longer work.

3. How do I activate my card?

- Call the number on the back of the card: 888-678-8914 and follow the prompts to activate a food stamp card. Use the birthdate of the student names on the card. Use "0000" (four zeroes) for the social security number.

4. How do I use my P-EBT card? What can I buy? Where can I use my P-EBT card?

- The P-EBT card is used the same way as a traditional EBT card or "Bridge Card". Please visit <https://www.fns.usda.gov/snap/eligible-food-items> for more information.

Help Resources

PEBT Contact Information: Help Desk Phone: 833-905-0028

Helpdesk Email: MDHHS-PEBT@michigan.gov **PEBT Website w/ Resources:**

https://www.michigan.gov/mdhhs/0,5885,7-339-71547_5527_104768---,00.html