

# FAQ for Families

## About P-EBT food benefits

Pandemic EBT (P-EBT) is part of the response to the COVID-19 pandemic and provides food benefits to families with children missing free or reduced-price meals due to school. P-EBT is a program in partnership with the Oregon Department of Human Services (ODHS) and the Oregon Department of Education (ODE).

## How children qualify for P-EBT food benefits

Children eligible for P-EBT food benefits include children who, in the 2022-23 instructional year, were enrolled in May of 2023 in a school that participates in the National School Lunch (NSLP) program and

- Have been certified as eligible for free or reduced-price meals through an NSLP application or direct certification; OR
- Attended a school participating in the Community Eligible Provision (CEP) or Provision 2 for breakfast and lunch; OR
- Received SNAP, TANF, or Foster Care between July 2022 – August 2023.

Note: SNAP children under the age of 6 years old are not eligible to receive P-EBT Summer 2023 unless they are also enrolled in an NSLP school.

### If my child was eligible last time, would they be eligible this time?

Not all children eligible for P-EBT in the past will be eligible for Summer 2023 P-EBT food benefits.

Children are only eligible for Summer 2023 PEBT food benefits if they were enrolled in a school participating in the National School Lunch Program (NSLP) as of May 2023, and eligible for federal free/reduced price meals or attended a school approved for CEP or Provision 2 for both meals (breakfast and lunch).

Please Note: Families who apply for free or reduced-price meals through their school by Aug. 31, 2023, may be eligible for Summer 2023 P-EBT.

### How do I know if my child is eligible?

Starting Aug 31, 2023, benefits will be added onto the existing P-EBT cards from last issuance of Summer 2022. Eligible children will also receive a letter addressed to them in the mail in early September notifying approval of P-EBT food benefits.

If you have lost or accidentally disposed of your P-EBT card, you can request a replacement card by calling the P-EBT Call Center at (844) ORE-PEBT.

Eligible children who did not receive benefits in the past will receive a new card in the mail for Summer 2023. Upon receiving the letter in the mail, you can expect the new card to arrive within two to four weeks.

### **Are students who attend a state or district-administered online school or academy eligible for P-EBT food benefits?**

No. To be eligible for P-EBT, children must have been eligible to receive free or reduced-price National School Lunch Program (NSLP) meals in May of 2023 or attended a Community Eligible Provision (CEP) school. Online (virtual) schools or academies are not eligible to participate in the National School Lunch Program.

### **My child is on SNAP and homeschooled. Are they eligible for P-EBT food benefits?**

No, P-EBT is available only to children enrolled in and receiving education services in a school and who would be eligible for free or reduced-price meals through the NSLP.

### **Can I apply for NSLP through my school?**

Yes, if your school participates in the National School Lunch Program (NSLP) you can apply for free or reduced-price meals through your school administration. Approved NSLP applications will qualify children for Summer P-EBT 2023 benefits if submitted by August 31<sup>st</sup>, 2023, as well as school year 2023-24. Please reach out to your school administration and inquire about the application process.

## **How families receive P-EBT food benefits**

### **How will my child get their P-EBT food benefits?**

If your child is eligible and previously received P-EBT in Summer 2022, their benefits will be loaded onto their existing P-EBT card. If you have lost or disposed of the card, please contact the P-EBT Call Center at (844) ORE-PEBT to request a new card. Eligible children who have not received P-EBT in the past will be mailed an envelope with a new P-EBT card, following the arrival of their P-EBT letter.

If a child receives SNAP, P-EBT benefits **will not** be issued onto the EBT card (also called Oregon Trail card). The benefits will be loaded onto an existing P-EBT card from Summer 2022, or the child will receive a new P-EBT card in the mail.

### **Which address will the new or replacement P-EBT card mailed to?**

Your new or replacement P-EBT card will be mailed to the latest address we have on file for you. If you wish to update the address on your P-EBT case, please contact the P-EBT Call Center at (844) ORE-PEBT. Please note, if you qualify for Summer 2023 P-EBT and received P-EBT in Summer 2022, benefits will be loaded onto your existing P-EBT card.

## **How much P-EBT food benefits families receive and when**

### **How much will my child receive in P-EBT food benefits?**

Each eligible child will receive \$120 on their P-EBT card, which is like a debit card. All children

identified as eligible for P-EBT benefits will receive the same benefit amount.

### **When will my child receive P-EBT food benefits?**

ODHS will initiate issuing the Summer 2023 P-EBT starting Aug. 31, 2023, until the end of September. Eligible children who received benefits from the last issuance will receive benefits before their letter of eligibility. Newly eligible children will receive a letter addressed to them in the mail, followed by the arrival of their benefits on existing P-EBT cards starting Aug. 31, 2023. Households will receive the full P-EBT benefit their children qualify for in a single issuance.

### **Will there be more P-EBT food benefits?**

Starting from Fall 2023 onwards, ODHS will be issuing P-EBT benefits for School Year 2022-2023 specifically to non-school aged children under the age of 6 years old who are already receiving SNAP.

### **What if I lost or never received my P-EBT card?**

If you have lost or accidentally disposed of your P-EBT card, you can request a replacement card by calling the P-EBT Call Center at (844) ORE-PEBT.

## **How to use P-EBT food benefits**

### **I received a P-EBT card in the mail. How do I activate it?**

Please call the phone number on the back of your P-EBT card; the automated message will walk you through the setup of your P-EBT card and PIN.

General information about P-EBT cards can be found at the [State of Oregon: Oregon Trail / EBT Card](#)

### **Does my P-EBT card replace my existing SNAP EBT card?**

If you receive SNAP benefits, the P-EBT card does not replace your regular SNAP EBT card. The balance for each benefit is maintained separately on your SNAP EBT and P-EBT cards.

### **Do I have to activate (PIN) my child's P-EBT card by a specific date?**

We encourage all families to activate each child's P-EBT card as soon as the card is received, but there is no set deadline for activating the P-EBT card.

### **Do I have to use all my P-EBT benefits when I get them?**

No, the money will carry over from month to month. P-EBT benefits expire after nine months if you have not used your card at all. To keep benefits from being removed, please use your P-EBT benefits regularly to purchase food.

### **How do I check my balance?**

If you have a P-EBT card, you can check your balance by visiting [www.ebtedge.com](http://www.ebtedge.com). You can also

call the number on the back of your P-EBT card (1-877-997-4447) or look at your last store receipt for a benefit balance.

Please note that if you currently receive SNAP, the P-EBT benefit will not be added to your current SNAP account – your balance will be separate for both benefits.

### **Where can I use my P-EBT food benefits? What can I buy with them?**

You can use your P-EBT benefits at any store that accepts EBT, including online from Amazon and Walmart. Most retailers have signs saying they accept SNAP or EBT.

P-EBT benefits can be used to buy any food that can be bought with SNAP. [SNAP-eligible foods](#) are most foods, except prepared foods and foods sold hot.

### **My family is facing homelessness. How do I get my P-EBT card?**

If your family is facing homelessness and your child is eligible to receive P-EBT, contact the P-EBT Call Center at (844) ORE-PEBT to provide an accessible mailing address (this may include the school's address).

## **More information**

### **P-EBT is not covering all my food costs and I need more assistance; who do I contact?**

Apply for Oregon SNAP Benefits [Online \(https://www.oregon.gov/dhs/Benefits/\)](https://www.oregon.gov/dhs/Benefits/)

#### **Oregon Food Bank**

Online at [Oregonfoodbank.org](https://oregonfoodbank.org)

Phone at (503) 282-0555

#### **211info**

Online at [211info.org](https://211info.org)

Phone at (866) 698-6155

Text your zip code to 898211 (TXT211)

#### **Summer Food Service Program (SFSP)**

Website: [SFSP](https://sfsp.org)

#### **NEEDFOOD.OREGON.GOV**

Website: [Resources](https://needfood.org)

### **Can my child(ren) receive meals offered during the summer at meal sites like the school or park and use P-EBT benefits?**

Yes, P-EBT benefits supplement meals offered in the summer at sites like schools and parks. They do not replace them. To find free meals in your community text **"Food" or "Comida" to 304-304**; **you will be prompted to enter an address and will be texted back a list of sites near you** or go to <https://www.summerfoodoregon.org>

## **Contact information**

### **Who do I contact for questions on P-EBT?**

- For FAQ and program status updates, please visit: [pebt.oregon.gov](http://pebt.oregon.gov)
- General inquiries, eligibility status, and program questions can be directed to the P-EBT Call Center

**Contact P-EBT Call Center**

Phone: (844) ORE-PEBT or (844) 673-7328

Hours of Operation: Monday through Friday from 8 a.m. – 5 p.m. Pacific Time