



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

Date: February 11, 2021

Dear County Directors of Social Services:

Attention: Food and Nutrition Services

Subject: Food Lion Online EBT Purchasing

Priority: Information Only

North Carolina Food and Nutrition Services (FNS) recipients can now purchase groceries online using their Electronic Benefit Transfer (EBT) cards through [Instacart.com](https://www.instacart.com) or the Instacart mobile app, providing access to an additional authorized online EBT retailer, Food Lion. Instacart's latest EBT FNS expansion to partner with Food Lion serves as North Carolina's fifth EBT retailer. This flexibility will allow FNS recipients the flexibility to buy food while promoting social distancing to prevent the spread of COVID-19 and will help families with transportation barriers.

Food and Nutrition Services recipients will be able to access their benefits for online grocery delivery and pickup while shopping through Instacart on the Food Lion storefront. Once items are added to their cart through Instacart.com or the Instacart mobile app, (FNS) recipients will be able to select how much of their FNS benefits they would like to allocate to the order.

Beginning today through March 16, 2021, Instacart will waive FNS recipient's delivery and/or pickup fees on up to the first three EBT SNAP orders for each customer with a valid EBT card associated with their Instacart account.

For additional information about the online purchasing program please refer to the [DSS Administrative Letter AL-14-2020](#). Submit any questions regarding this information to the Operational Support Team (OST) at dss.policy.questions@dhhs.nc.gov.

Sincerely,

David Locklear, Deputy Director
Economic and Family Services Section

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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