



**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES &
NC DEPARTMENT OF PUBLIC INSTRUCTION
SY 21-22 FREQUENTLY ASKED QUESTIONS**

All P-EBT

About Pandemic Electronic Benefit Transfer (P-EBT) Program

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

Pandemic EBT (P-EBT) is a food assistance program that helps families with students and children who are unable to access free or reduced-price meals at school or in child care centers when they are not physically present because of COVID-19. P-EBT has two eligible groups: Student and Child Care (previously called P-EBT for Children Under 6).

P-EBT benefits for eligible children are added electronically to cards that are like debit cards that families can use to buy food at participating stores, including most grocery stores and some [online retailers](#). Families who have already have an FNS EBT card will have benefits added there, while other families will receive a new P-EBT card.

P-EBT is funded by the United States Department of Agriculture (USDA). The North Carolina Department of Health and Human Services (NCDHHS) has been approved to continue Student and Child Care P-EBT through the 2021-22 school year. However, there are some changes to benefit amounts for students and young children and to eligibility criteria for students this year. See “Who is eligible for Student P-EBT?” and “Who is eligible for Child Care P-EBT?” for more information.

2. Do households need to apply for P-EBT?

There is no application for P-EBT benefits. See “Who is eligible for Student P-EBT?” and “Who is eligible for Child Care P-EBT?” for information on how eligibility is determined for students and for children who are younger than 6 years old.

The P-EBT program has no application, however, to be eligible for P-EBT you must apply and be approved for the programs listed below:

- Students must be approved for the National School Lunch Program: Students must be approved for free or reduced-price meals through the National School Lunch Program to be considered for P-EBT. If you would like more information on how to apply for free or reduced-price meals at [participating schools](#), please contact your child’s school (see “What is the National School Lunch Program? How do I know if my school participates?”).
- Children under 6 years old must be approved for the Food and Nutrition Services Program: Children 5 years old or younger who are not students must receive Food and Nutrition Services (FNS) benefits to be eligible for P-EBT. If you would like more information on how to apply for FNS, please visit this [link](#).

You may check to see if your student is eligible for Student P-EBT for a given month using the student eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish). You may check to see if your child under age 6 is eligible for Child Care P-EBT for a given month using the child care eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish).

3. How do I use ebtEdge (EBT Cardholder Portal) for my EBT account?

To access your Cardholder Portal, visit www.ebtEdge.com. This makes it easy to check your card balance, review recent transactions and see when benefits will be available. You will need to have your



card number to complete the following steps.

To create an online account or use the ebtEDGE mobile app, you will need to register with a valid email address. If you don't have an email address, you will need to create one.

To **register for ebtEDGE**, please follow the instructions below.

1. Visit www.ebtEdge.com and select "Register Here" on the login page.
 2. Complete the required fields.
 - a. **Unique User ID**
Must be between 4-35 characters in length and contain at least one alphabetical character.
 - b. **Password with Confirmation**
Must be 6-8 characters and contain at least one upper case alphabetical character, one lower case alphabetical character, and one number. Special characters such as @, #, and \$ can be used.
 - c. **First Name**
 - d. **Last Name**
 - e. **Email Address**
 - f. **Phone Number**
Enter only numbers - no dashes, parenthesis, or spaces.
 3. You will be redirected to set up challenge questions. These help to make sure your account is secure.
 4. Select a question from the challenge question drop-down and then input your answer. After all required fields are entered, select "Done."
 5. You will be redirected to link your account to your User ID.
 6. Click "Add Account," enter your card number and validation criteria, and click "Add Card."
4. **How do I check my P-EBT and/or FNS EBT card balance?**
You can easily check your card balance four ways:
1. Online by visiting www.ebtEdge.com – read Option 1 below
 2. Through the ebtEDGE mobile app – read Option 2 below
 3. By text message - read Option 3 below
 4. Through the EBT Call Center Automated Phone System – read Option 4 below

Option 1: www.ebtEdge.com

To check your balance using www.ebtEdge.com, log into your account (see "How do I use ebtEdge (EBT Cardholder Portal) for my EBT account?" to learn how to set up your account). Your current balance and a list of previous transactions will show on the screen.

Your ebtEdge Cardholder Portal account will show if there are benefits posted and/or pending and when those benefits will be available for use. If your food benefit amount is listed under "Pending Items," this means that you will not be able to spend them until the date listed below the pending deposit.

Option 2: ebtEDGE mobile app (available on iPhone and Android)

1. Download the ebtEDGE mobile app from the App Store or Google Play Store. Look for the icon below to make sure you have the correct app.



2. Enable location services when prompted to do so. This helps find nearby stores that accept EBT.
3. Log into your account. If it is your first time logging in, you will be prompted to register (see “How do I use ebtEDGE (EBT Cardholder Portal) for my EBT account?”).
4. The current balance and a list of previous transactions will show on the screen.

Option 3: SMS text messages

Checking your balance by text message (SMS) is easy. Your cell phone number will need to be linked to the account. Follow these instructions to link your cell phone number. You will need your cell phone, P-EBT or FNS EBT card number and PIN.

1. Log into your account on www.ebtEdge.com and select a card from the Welcome page.
2. Select “Messaging Registration” on the “Account Services” section of the Account Summary page.
3. Add your cell phone number with area code and click “SMS Balance” and “Text Alerts.”
4. Click on the “Save” button, and a confirmation message will appear.
5. Once you have linked your cell phone number and the account, you can check your account through text at any time.
 - a. To check your balance, text **BAL** to **42265**.
 - b. To check your last five transactions, text **MINI** to **42265**.
 - c. To stop receiving these text messages, text **STOP** to **42265**.

Please note: If you have to request a new card, it will come pre-registered with SMS, and you do not need to repeat these steps.

Option 4: EBT Call Center IVR

To check your card balance through the automated phone system of the EBT Call Center, call 1-888-622-7328 and follow the automated instructions. Please have your card number readily available.

5. What can I buy with my P-EBT benefits?

Your P-EBT card or FNS EBT card can be used to purchase food items at EBT authorized retailers, including most major grocery stores and certain [online retailers](#). Hot foods or pre-prepared foods cannot be purchased with your P-EBT benefits, just like under the FNS program.

Examples of items you CAN buy with P-EBT benefits:

- Breads, cereals, fruits and vegetables
- Meats, fish, poultry and dairy products
- Bottled water and non-alcoholic beverages
- Seeds and plants that produce food

Examples of items you CANNOT buy with P-EBT benefits:

- Beer, wine, liquor, cigarettes or tobacco



- Any nonfood items, such as: pet foods, soaps, household supplies, vitamins and medicine
- Hot or pre-prepared foods

Remember to check your balance before you shop (see “How do I check my P-EBT and/or FNS card balance?” for more information).

6. How long do I have to use the benefits?

P-EBT benefits will expire 365 days after the date of issuance. You do not have to use all your benefits at once. Any unused benefits will continue to be available month to month for up to one year after issuance.

7. Do I have to pay the benefits back?

No, you will not have to pay back P-EBT benefits. P-EBT is federally funded, and there is no cost to the recipient.

8. How do I change the address if it is incorrect or if I have moved?

P-EBT letters of eligibility and P-EBT cards for newly eligible students will be sent to the address on record in the FNS case (if you have one) or at the student’s school. Families are encouraged to confirm their addresses are correct and update them if needed. Your address can be updated by contacting your FNS case worker (if applicable), your child’s school or the EBT Call Center at 1-866-719-0141.

Families that have previously received P-EBT and still have their P-EBT cards should have access to any unexpired benefits on that card. If you no longer have your P-EBT card and need a new card, call 1-888-622-7328. Please confirm your mailing address when ordering a new card.

Other Information

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

If you do not wish to receive P-EBT benefits for your eligible children, you should destroy the P-EBT card. If you change your mind, please call the EBT Call Center at 1-866-719-0141 to request a replacement card before your benefits expire (365 days after the benefits are issued).

10. Does the legal and/or immigration status of the child affect eligibility for P-EBT?

Any child that meets all eligibility requirements will be eligible for P-EBT, regardless of their legal or immigration status. Receiving P-EBT food assistance does not impact your immigration status and will not impact a future immigration application you may file.

11. Does P-EBT replace other COVID-19 supplements, Food and Nutrition Service benefits, or other COVID-19 related meals for children?

No. Receiving P-EBT will not disqualify you or your child from accessing other food programs.

12. If my child does not qualify to receive P-EBT benefits, what other food assistance resources are available to me?

If you would like information on other food resources, visit [NC 211 provided by the United Way](#) or dial 2-1-1 or 1-888-892-1162 to speak with someone who can tell you about resources in your area. Please note that NC 211 cannot assist with P-EBT eligibility or benefit amount.

Information on additional food resources can be found at the [No Kid Hungry website](#) and through [SNAC resources](#).

To see if you may be eligible for FNS food assistance benefits, visit [NCDHHS’ FNS webpage](#).

STUDENT P-EBT



Eligibility for Student P-EBT in the 2021-22 School Year

13. Who is eligible for Student P-EBT?

Eligibility criteria has changed for Student P-EBT this school year to comply with federal rules. Eligibility is now based on the attendance of an individual student, not the circumstances of the school.

There is still no application for P-EBT.

You may check to see if your student is eligible for Student P-EBT for a given month using the student eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish).

New this year, students **must** have experienced temporary virtual instruction and/or a period of quarantine and this **must** be marked in their school attendance record.

Like last year, students **also must** be approved for the National School Lunch Program (NSLP) free or reduced-price meal program to be eligible for Student P-EBT. Please contact your child's school if you would like to apply for NSLP free or reduced-price meals.

Students must meet ALL 3 of the following requirements to be eligible for P-EBT:

1. Student attends a school that participates in the National School Lunch Program (NSLP). See "What is the National School Lunch Program? How do I know if my child's school participates?" for more information. Please note that virtual academies and homeschools are not NSLP eligible, and, therefore, students enrolled in those schools will not receive P-EBT.
 - o [Check this NSLP school list to see if your child's school participates in the NSLP.](#)
2. Student is approved for free or reduced-price meals through the NSLP.
 - o You DO need to apply for NSLP free or reduced-price meals through your school if:
 - Your child attends a school that participates in the NSLP and is **not** in any of the categories listed below.
 - o You do NOT need to apply for NSLP if your child is in any of these categories:
 - Your child attends a Community Eligibility Provision (CEP) school. Check this [list](#) to see if your child's school is a CEP school.
 - Your household receives FNS. You should automatically be approved for NSLP free or reduced-price school meals through Direct Certification (automatic enrollment) between NCDHHS and the Department of Public Instruction (DPI).
 - Your child is categorically eligible for NSLP through circumstances such as when children are experiencing homelessness, foster care, or migrant. Children in these circumstances are automatically eligible for NSLP free or reduced-price meals when the school knows about these situations. If you would like to report that your child is experiencing any of these situations, please contact your child's school.
3. Student has been away from school in quarantine and/or in temporary virtual instruction while enrolled in a NSLP participating physical school. See "What is a COVID-19 related absence? What counts as quarantine and temporary virtual instruction? Who determines if my child's absence was related to COVID-19?" Please note students enrolled in virtual academies and homeschools cannot receive P-EBT even if they are quarantined because federal rules state that these schools cannot participate in the NSLP. North Carolina cannot change this rule.

Visit this [link](#) to see if your child's school participates in the National School Lunch Program or is a CEP school for the 2021-22 school year.

See "How much will I get in benefits? How is the benefit amount determined?" for information on

benefit amount.

14. How can I check if my student is eligible?

You may check to see if your student is eligible for Student P-EBT for a given month using the student eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish).

15. What is the National School Lunch Program? How do I know if my school participates?

The National School Lunch Program (NSLP) is a food assistance program for eligible students that provides them with free or reduced-price meals through their school. Your child must attend a school that participates in the NSLP to be considered for P-EBT. Most public schools participate. Some charter and private schools participate, but some do not. Virtual schools and homeschools are not eligible.

Visit this [link](#) to see if your child's school participates in the NSLP for the 2021-22 school year.

Households approved for Food and Nutrition Services (FNS) are automatically qualified for NSLP free or reduced-price meals. A household that does not receive FNS can apply for free or reduced-price meals through their participating school.

In some schools, called CEP schools (Community Eligibility Provision), all students in the school are eligible for the NSLP free or reduced-price meals. Visit this [link](#) to see if your child's school is a CEP school for the 2021-22 school year.

Some schools provide free school meals to all students through programs different from the NSLP CEP meal program. These other programs are not related to P-EBT. If your child's school provides free meals through another program, you can still submit an application for the NSLP free or reduced-price meal program through the school in order to be considered for P-EBT eligibility.

16. What is a COVID-19 related absence? What counts as quarantine and temporary virtual instruction? Who determines if my child's absence was related to COVID-19?

A COVID-19 related absence means that a student is not physically present in the school building for in-person instruction because of a COVID-19 related situation. This includes quarantine and temporary virtual instruction. For example, if your child's school communicates that all (or some) students will have online class for two weeks because of a COVID-19 outbreak, this would be considered a COVID-19 related absence from school.

Quarantine (attendance code: 1D) refers to when the school tells the student to stay home because of COVID-19 related symptoms, illness or exposure or when a parent/guardian informs the school about a student's COVID-19 related symptoms, illness or exposure and the school approves the absence.

Temporary virtual instruction (attendance code: 1R for present off-site) refers to when the student is enrolled in a physical school but is in virtual or remote learning for a temporary period because of COVID-19. Students can be in temporary virtual instruction only if they are enrolled in a physical school.

Your child's school will determine if their absence is related to COVID-19 and will record that in their attendance record using specific codes. Contact your child's school if you have questions about your child's attendance record.

17. My student's school updated their attendance record, but I still didn't get benefits.

Once your student's school updates their attendance record with code 1D (quarantine) or 1R (temporary virtual/remote instruction), it will take approximately one month to receive corrective P-EBT benefits since attendance records are collected from schools on the 10th of each month and benefits are issued at



the end of each month. If it has been longer than one month and benefits have not been received, please contact the EBT Call Center at 1-888-622-7328.

18. Will my child receive P-EBT for winter/spring break and/or any other days when school is not in session?

Just like the regular free or reduced-price meal program, students will not receive P-EBT for days when school is not in session, including winter and spring break. This also includes days when school is not in session due to weather-related closures. P-EBT is designed to provide benefits for students who miss regularly scheduled in-person classes due to COVID-19 related absences.

19. Why did my child receive P-EBT last year but not this year?

Eligibility for P-EBT and benefit amounts have changed this year and are now based on the individual student's attendance record, not the circumstances of the school. Refer to "Who is eligible for Student P-EBT?" to learn more.

With USDA's new P-EBT program rules and most schools back to in-person learning with students having their meals at school, many households who received P-EBT benefits last year will not get them this year or may only get a small amount for the days when their student is in quarantine and/or temporary virtual instruction. Refer to "What is a COVID-19 related absence? What counts as quarantine and temporary virtual instruction? Who determines if my child's absence was related to COVID-19?" for more information about eligible benefit days.

If your child is not P-EBT eligible, there are other resources that may be available if your household does not have access to food for proper nutrition. See "If my child does not qualify to receive P-EBT benefits, what other food assistance resources are available to me?" for more information.

Be sure to confirm and update your household's information with your FNS caseworker or student's school to ensure that benefits are correctly issued if your student becomes eligible at any time in the school year.

P-EBT Amount and When to Expect the Benefit

20. My child did not receive P-EBT but I think they should have. What should I do?

First, refer to "Who is eligible for Student P-EBT?" to see if your child meets the new criteria to be eligible. Be sure to check your child's attendance record to confirm their eligibility each month.

Then, if you believe your child is eligible and you have an FNS card or existing P-EBT card, check to see if the benefits have been issued to that card (see "How do I check my P-EBT and/or FNS card balance?"). Please note that benefit issuance will be spread over several days each month, so allow time for the benefits to be deposited.

With USDA's new P-EBT program rules and most students back to in-person learning and getting meals at school, most households who received P-EBT benefits last year will not get them this year or may only get a small amount for when their student's attendance record shows days in quarantine and/or temporary virtual instruction.

If you still believe your child is eligible and have confirmed that you have not received benefits by following the instructions above, you can contact the EBT Call Center at 1-866-719-0141.

21. Is eligibility and benefit amount determined per student or per household? Will all my children receive the same amount?

Eligibility and benefit amount for P-EBT is determined for each individual student **each month**.

If a household has more than one eligible student, the students may receive different benefit amounts based on their individual attendance records. If the students attend different schools, eligibility for P-EBT benefits can vary by child (see “Who is eligible for Student P-EBT?”).

22. How much will I get in benefits? How is the benefit amount determined?

Benefit amounts for Student P-EBT are determined by student attendance records reported by the child’s school. The benefit amount will be calculated using the number of days the student’s attendance record shows they were quarantined and/or in temporary virtual instruction (P-EBT eligible days) within the month. The student will receive \$7.10 for each eligible day.

Benefit calculation formula:

$$\begin{array}{r}
 \text{Number of days in quarantine/temporary virtual instruction} \\
 \times \qquad \qquad \qquad \$7.10 \text{ (daily benefit rate)} \\
 \hline
 \text{benefit amount for the month}
 \end{array}$$

- Example: In February a student spent 5 days in quarantine, 5 days in temporary virtual instruction and 9 days at school in-person for a total of 10 P-EBT eligible days. Ten days multiplied by the \$7.10 daily benefit rate equals a benefit amount of \$71.00 for the month of February. These benefits would be issued by the end of March.

Since most students are attending school in person, **most** students will not get P-EBT benefits. Students will only get benefits for months when they have a COVID-19 related absence from school (quarantine or temporary virtual instruction). Benefit amounts will vary by month and by student depending on attendance records.

Important: If you believe you got the wrong benefit amount because of the number of days your child was in quarantine or temporary virtual instruction (see “What is a COVID-19 related absence?” Who determines if my child’s absence was related to COVID 19?” for more information and definitions of these terms), contact your child’s school to review their attendance record and ask the school to update the records if they are wrong. Changes to attendance are at the school’s discretion.

23. Could my child receive different amounts or no benefits for different months?

Yes.

For Student P-EBT, the benefit amount is calculated using attendance records submitted by the student’s school. A student may have no virtual instruction or quarantine days in a month, which would equal \$0 in P-EBT benefits. In addition, the number of days in temporary virtual instruction or quarantine (if any) will change each month, resulting in a different P-EBT benefit amount. This means a student may get no benefits for one month and different benefit amounts other months based on the number of eligible days in their attendance record.

Please refer to “How much will I get in benefits? How is the benefit amount determined?” for more information.

How and When the Benefit will be provided

24. How and when will I receive P-EBT? How often will I receive P-EBT in the 2021-2022 school year?

How:

You should receive a letter the first month this school year that your child is determined to be eligible



for P-EBT benefits.*

*Note: With the continued impact of COVID-19 on supplies for mailing notices, NCDHHS will send notices first to those who have never received P-EBT before. Once supplies are available, NCDHHS plans to send the remaining notices to households as soon as possible. If you think you are eligible for P-EBT benefits, please check your ebtEDGE account or card balance to check for a P-EBT deposit (see “How do I check my P-EBT and/or FNS card balance?”).

Households that have gotten P-EBT benefits in the past should keep their existing cards because any future benefits for which they are eligible will be put on that card (Note: All foster care students will get new P-EBT cards for this year).

If a household receives FNS, P-EBT benefits will be put on their FNS EBT card. In some cases, these households may receive a new card with their benefits.

Benefits for students who have not gotten P-EBT before and who do not receive FNS will get their benefits on a new P-EBT card. This card will arrive in the mail 1-2 weeks after the P-EBT issuance.

If an original P-EBT card has been lost or destroyed, a new card can be ordered at www.ebtEdge.com, on the ebtEDGE mobile app or by contacting the EBT Call Center at 1-866-719-0141 (see “I never received (or lost) my P-EBT card. How can I request a new one?”).

When:

First issuance for the 2021-22 school year

P-EBT benefits for the 2021-22 school year were first issued January/February 2022 for students who were eligible during the time period from September to November 2021. Students will only get benefits for months they are eligible according to their school attendance records, and many students will not get P-EBT benefits every month. See “Who is eligible for Student P-EBT?” and “How much will I get in benefits? How is the benefit amount determined?” for more information.

P-EBT benefits will show up on existing EBT cards 1-4 days after the benefits are issued. If you are eligible for multiple months, the benefits may be deposited on your EBT card over several days.

Ongoing issuances for the rest of the 2021-22 school year

Regularly scheduled benefit issuance will begin in January. Benefits will be issued retroactively, starting with December benefits issued in January. This means students will receive benefits one month after the month that they are eligible (February benefits will be issued in March, March benefits will be issued in April, and so on). NCDHHS aims to issue benefits in the last week of each month (approximately between the 25th-30th of each month).

Please be patient as benefits may take up to 3 days to show available. Those who are newly eligible for P-EBT benefits and do not already have an EBT card can expect to get their EBT card through the mail 1-2 weeks after the P-EBT issuance.

25. How will students in foster care and/or those experiencing homelessness or migrant get P-EBT benefits?

See “Who is eligible for Student P-EBT” for information on eligibility criteria.

If you never received your P-EBT card, if you are unable to get your card, or if your card is lost, refer to “I never received (or lost) my P-EBT card. How can I request a new one?” to learn how to request a new card.



Students in Foster Care

New P-EBT cards will be mailed out for all students in foster care the first month that they are eligible. Cards will be issued in the student's name and mailed to the local county DSS office that has custody of the foster care student. The student's foster care social worker will get the card to the student.

P-EBT is for the benefit of the child and any remaining benefits should follow the student when they change placements or are reunited with the family. The student's foster care social worker will make sure the P-EBT card moves with the foster child when they experience placement changes.

Please contact the student's foster care social worker for any questions about getting their P-EBT card.

Students who are experiencing homelessness or migrant

If you already have an FNS card or P-EBT card and are eligible for P-EBT benefits again this year, you can expect to receive P-EBT benefits on the card you already have in most cases. If you become eligible for P-EBT for the first time this year and do not have an FNS EBT card, then a P-EBT card will be mailed to the last known student address on record in your FNS case (if you have one) or the last known address at the student's school. Families are encouraged to confirm their addresses are correct and update addresses if they are wrong.

If you get FNS benefits you can change your address by calling your FNS caseworker. If you do not get FNS benefits, you can update your address with your student's school.

26. I never received (or lost) my P-EBT card. How can I request a new one?

If an original P-EBT card was never received or has been lost, damaged or stolen, a new card can be ordered at www.ebtEdge.com or by contacting the EBT Call Center at 1-888-622-7328.

To **request a new** card using www.ebtEdge.com follow the steps below. Once you've completed the steps below, **your current card will be cancelled**, and you will not be able to access your benefits until your new card arrives in 1-2 weeks.

1. Log into the Cardholder Portal. If it is your first time, you will be prompted to register (see "How do I use ebtEDGE (EBT Cardholder Portal) for my EBT account?"). Select a card from the Welcome page, then select "Replace Card."
2. Select the reason for your new card request (lost, damaged, or stolen).
3. Verify your identity by following the prompts.
4. A confirmation message will appear on the screen that your request was successfully processed. **Your current card will be cancelled**, and you will not be able to access your benefits until your new card arrives in 1-2 weeks.
5. Once you receive a new card, you must activate it. Please see "How do I activate my P-EBT card and create a Personal Identification Number (PIN)? What date of birth (DOB) do I use to activate my card?" for a step-by-step guide.

Please note: If you receive an error message at any point in this process, you can contact the EBT Call Center at 1-888-622-7328.

27. What if I receive a card that has my child's benefits but someone else's name on the card?

Student P-EBT benefits are issued to the address and caregiver provided by the child's school. The P-EBT card might be in the parent or guardian's name. It is okay to use the card that was provided to you



if the student(s) is in your care and you provide their meals.

If you believe the benefits were incorrectly issued, please contact the North Carolina EBT Call Center at 1-866-719-0141.

28. **My child has changed caregivers. How will this affect eligibility and benefits?**

P-EBT benefits are intended to help provide meals for the eligible student, so when the student changes households or caregivers, the benefits should go with them. The caregiver is the person that provides the meals for the student.

If the student is moving to a household that receives FNS:

1. Report the household change to your FNS caseworker at your local DSS office so the child can be added to your FNS case.
2. Once the change in your FNS case is complete, any future P-EBT benefits will be provided to the new household on their FNS card. Any remaining benefits issued before the change will remain with the prior FNS account.

If the student is moving to a household that **does not** receive FNS:

1. Update **both** the student's caregiver and student's address at their school. It's important that both are updated **at the same time** to ensure benefits are issued to the correct household.
2. Once the changes have been made, any future P-EBT benefits will be provided to the new household on a new P-EBT card that will be mailed to the student's new address. Any benefits still with the prior P-EBT account will remain with that account. The prior caregiver can give the new caregiver the P-EBT card to go with the child.

How to Use the P-EBT Card

29. **How do I activate my P-EBT card and create/change a Personal Identification Number (PIN)? What date of birth (DOB) do I use to activate my card?**

When your P-EBT card arrives, it will already be loaded with the benefits that your student was eligible for. To access these benefits, you will need to activate your card and create a PIN. You can easily set your PIN three ways: online by visiting www.ebtEdge.com, through the ebtEDGE mobile app or through the EBT Call Center IVR.

Important: To activate your card, you will be asked to enter the date of birth (DOB) associated with the card. Enter the DOB of the youngest student that was first eligible for P-EBT in the household. Enter the DOB as two digits for the month, two digits for the day, and four digits for the year (MM/DD/YYYY). For example, January 24, 2014 would be entered as 01242014. **If there are multiple children in your household, you may need to try each child's DOB to successfully activate your P-EBT card.**

Example: The household consists of 3 students; one is 8 years old (DOB: 02/15/2014), one is 13 years old (DOB: 04/04/2009) and one is 15 years old (DOB: 01/01/2007), and the 13-year-old was the first to be eligible for P-EBT this school year. To activate the card, enter the date of birth for the 13-year-old (04042007). If the 13-year-old student's DOB does not work, try entering the other student's dates of birth.

Option 1: www.ebtEdge.com

1. Log into your account. If it is your first time, you will be prompted to register (see "How do I use ebtEDGE (EBT Cardholder Portal) for my EBT account?").



2. Select a card from the Welcome page.
3. Click on “Pin Select” and enter the requested information to confirm your identity.
4. Confirm your PIN.
5. Click on the “Save” button, and a confirmation message will appear.

Option 2: ebtEDGE mobile app (available on iPhone and Android)

1. Download the ebtEDGE mobile app from the App Store or Google Play Store.



2. Log into your account. If it is your first time, you will be prompted to register (see “How do I use ebtEDGE (EBT Cardholder Portal) for my EBT account?”).
3. Select a card from the Welcome page.
4. Click on “Pin Select” and enter the requested information to confirm your identity.
5. Confirm your PIN.
6. Click on the “Save” button, and a confirmation message will appear.

Option 3: EBT Call Center IVR

1. Make sure you have your 16-digit card number readily available.
2. Call 1-888-622-7328 and follow the prompts to activate your card.

CHILD CARE P-EBT

Eligibility for Child Care P-EBT in the 2021-22 School Year

30. Who is eligible for Child Care P-EBT?

Eligibility criteria for Child Care P-EBT has not changed this year. However, the monthly statewide benefit amount will vary. See “How much will I get in benefits? How is the benefit amount determined?” for information on benefit amount.

Like last year, there is no application for P-EBT. To be eligible for P-EBT, a child **must** be 5 years old or younger and **must** be part of an active FNS case.

IMPORTANT: If your child turns 6 years old during the school year and is not part of the Student P-EBT group, they will continue to receive Child Care P-EBT ONLY IF they are still on an active FNS case.

You may check to see if your child is eligible for Child Care P-EBT for a given month using the child care eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish).

31. How can I check if my child is eligible?

You may check to see if your child is eligible for Child Care P-EBT for a given month using the child



care eligibility flowchart [HERE](#) (in English) or [HERE](#) (in Spanish).

32. Why did my child receive P-EBT last year but not this year?

Eligibility for P-EBT is based on the age of your child and whether they belong to an active FNS case. If your child turned 6 years old before September 1, 2021, they are not eligible for Child Care P-EBT but may be eligible for Student P-EBT. Similarly, if your child is still under the age of 6 but no longer part of an active FNS case, they are not eligible for Child Care P-EBT. Refer to “Who is eligible for Child Care P-EBT?” and “Who is eligible for Student P-EBT?” to learn more.

If your child is not eligible, there are other resources that may be available if your household does not have access to food for proper nutrition. See “If my child does not qualify to receive P-EBT benefits, what other food assistance resources are available to me?” for more information.

P-EBT Amount and When to Expect the Benefit

33. My child did not receive P-EBT but I think they should have. What should I do?

First, refer to “Who is eligible for Child Care P-EBT?” to see if your child meets the criteria to be eligible.

Then, if you believe your child is eligible, please check your FNS card account to see if the benefits have been issued to your account even if you didn’t receive an eligibility letter in the mail (see “How do I check my P-EBT and/or FNS card balance?”). Please note that benefit issuance will be spread over several days each month, so allow time for the benefits to be deposited.

If you still believe your child is eligible and have confirmed that you have not received benefits by following the instructions above, you can contact the EBT Call Center at 1-866-719-0141.

34. Is eligibility and benefit amount determined per child or per household? Will all my children receive the same amount?

Eligibility for P-EBT is determined for each individual child. If your child turns 6 years old during the school year and is not part of Student P-EBT, they will continue to receive Child Care P-EBT ONLY IF they are still on an active FNS case. Each month, North Carolina will confirm that each child is still on an active case.

All eligible young children will receive a statewide benefit amount set by NCDHHS each month according to USDA rules. However, that benefit amount will likely change every month depending on COVID-19’s impact on child care centers across the state.

35. How much will I get in benefits? How is the benefit amount determined? Could my child receive different amounts or no benefits for different months?

North Carolina will set a statewide benefit amount each month based on guidance from USDA. All eligible children across the state will receive the same amount. However, this amount will likely change each month. Click [HERE](#) to view the monthly benefit amount; the amount for each month will be added to the table when it is determined with each issuance.

For Child Care P-EBT, the benefit amount will change each month depending on the reduction of meals served in child care centers. If there is no reduction for the month, this would result in \$0 of benefits for that month.

How and When the Benefit will be provided

36. How and when will I receive P-EBT? How often will I receive P-EBT?

How:

P-EBT benefits will be put on your FNS EBT card.

If you lost your FNS EBT card, a new one can be ordered at www.ebtEdge.com, on the ebtEDGE mobile app or by contacting the EBT Call Center at 1-888-622-7328.

When:

Child Care P-EBT benefits will be issued monthly based on the chart below. Starting in May, each issuance will contain two months of benefits. NCDHHS aims to regularly issue benefits in the last week of the month (approximately between the 25th and 30th). Please be patient as benefits may take up to 3 days to show available.

See “Who is eligible for Child Care P-EBT?” and “How much will I get in benefits? How is the benefit amount determined?” for more information.

NCDHHS will post on Facebook, Instagram and Twitter when the issuance begins.

Please see the chart below for a calendar of the benefit issuances.

Benefit Month(s)	Month Issued
September and October 2021	May
November and December 2021	June
January and February 2022	July
March, April and May 2022	August

37. How will children in foster care get P-EBT benefits?

Children in foster care who are eligible under the established criteria may receive P-EBT benefits. See “Who is eligible for Child Care P-EBT” for information on eligibility criteria.

To be eligible for P-EBT, a foster child’s household must receive FNS and that foster child must be included in that household’s FNS case. If the child is not listed on the FNS case, they will not receive benefits.

If you are interested in adding a child to your FNS case, please contact your local county DSS office. Please note that adding the child to your case may result in a change in the calculation of income on your specific FNS case.

P-EBT benefits will be issued on the most recent EBT card of the most recent FNS case that the child belongs to.

38. I lost my FNS card. How can I request a new one?

If you lost your FNS card, a new one can be ordered at www.ebtEdge.com, on the ebtEDGE mobile app or by contacting the EBT Call Center at 1-888-622-7328.

39. My child has changed caregivers. How will this affect eligibility and benefits?

P-EBT benefits are intended to help provide meals for the eligible child, so when the child changes households or caregivers, the benefits should go with them. The caregiver is the person that provides the meals for the child.

Your child will receive benefits on the FNS EBT card of the most recent FNS case that they are on. To report a change in caregiver, please contact your FNS caseworker.