

# CHILDCARE PANDEMIC EBT (P-EBT)



VERSION DATE 10.29.2021

UPDATES AND ADDITIONS WILL BY HIGHLIGHTED

<b>**Questions and Answers will be updated as new information is received**</b>	
<b>Question</b>	<b>Answer</b>
<b><i>What is the P-EBT Childcare issuance?</i></b>	<p>The P-EBT Childcare issuance is for children who were a member of a household that received Supplemental Nutrition Assistance Program (SNAP) at any time since October 1, 2020, under the age of 6 and *enrolled in a childcare center as defined by Food and Nutrition Services (FNS).</p> <p><i>*FNS considers all children ages 5 and under in some sort of childcare when considering eligibility for P-EBT. This includes those that are not enrolled in a certified child care facility. For example, being cared for by family and/or friends.</i></p>
<b><i>What are the eligibility requirements for P-EBT Childcare?</i></b>	<p>To be eligible, the child must meet all these criteria:</p> <ol style="list-style-type: none"> <li>1. Be under 6 years of age</li> <li>2. Received SNAP benefits during the timeframe of October 2020 – May 2021 <ul style="list-style-type: none"> <li>• Must receive SNAP in the month to be eligible for P-EBT. Each month is looked at for eligibility.</li> </ul> </li> <li>3. Reside in a county with a school or childcare center that was closed due to COVID-19</li> </ol>
<b><i>What is the difference between the P-EBT that was previously issued and the P-EBT Childcare issuance?</i></b>	<p>Previously for school year 2019-2020 and 2020-2021 all school aged children that were eligible for free or reduced lunch through the National School Lunch Program (NSLP) were eligible for P-EBT. The newest P-EBT that is being issued on October 24, 2021 is for children 5 and younger on SNAP and enrolled in a childcare center as defined by Food and Nutrition Services (FNS).</p>
<b><i>What months will my child receive the P-EBT Childcare issuance for?</i></b>	<p>The P-EBT Childcare issuance is approved for children 5 and younger for only the months that they received SNAP benefits any time between October 1, 2020 through May 2021. There are later issuances that will occur for summer 2021 that has an approval date TBD.</p>
<b><i>If my child is not on SNAP but is 5 or younger and in childcare will they be eligible for the</i></b>	<p>No, your child must have received SNAP in any of the months between October 1, 2020 through May 30, 2021 to receive P-EBT.</p>

<b><i>P-EBT Childcare issuance?</i></b>	
<b><i>How much will my child receive for the P-EBT Childcare issuance?</i></b>	The issuance depends on the physical address for the child’s SNAP household and the child’s county of residence. The average days of remote learning for the county’s school district are the number of days the child will be eligible for benefits. The amount is \$6.82 per day per child. <a href="#">Link</a> to see how many days for each county and month located here.
<b><i>When will the P-EBT Childcare issuance occur for months October 2020 through May 2021?</i></b>	The P-EBT Childcare issuance will occur on 10/24/2021. Although the issuance will happen on this date, there may be some children who will receive a <b>NEW</b> P- EBT card. Mailout for P-EBT will occur by 11/15/2021, to be received at the address listed on the SNAP case.
<b><i>Will my child receive an EBT card if eligible for the P-EBT Childcare issuance?</i></b>	HSD will issue new P-EBT cards only to those children eligible for the P-EBT Childcare Assistance and who do not already have an older sibling on the school aged P-EBT with the same address and guardian. If there are more than one child ages 0 through 5 in a household, the card will be mailed to the oldest child and all the eligible benefits will go onto that card.
<b><i>When will my child receive the P-EBT card for the new P-EBT Childcare issuance?</i></b>	TBD
<b><i>My child was 5 and younger, on SNAP but only was eligible for months from October 1, 2020 through March 2021. Why did they not get for April and May 2021?</i></b>	For April and May there were no school closures in New Mexico, the eligibility was based off of childcare closures and what county they were located. There were only half of the counties in NM that had childcare closures during those months and your child must live in that county. <a href="#">Link</a> here to see if the physical county you live in had closure for April and May.
<b><i>If I am the guardian to a child that is eligible for the P-EBT Childcare issuance but not on the SNAP case, can I change the address to receive a lost P-EBT card</i></b>	No, only the adults listed on the SNAP case where the child is active can change the address to receive a lost P-EBT card or to inquire about the case.

<b><i>or inquire about the case?</i></b>	
<b><i>Where can I use P-EBT?</i></b>	Use it the same as SNAP benefits. This benefit is used to purchase SNAP-eligible foods. These are sold at hundreds of grocers across the country. They are at convenience stores. They are at farmer's markets. They are at other businesses that take SNAP. You can also use your card where you see the Quest logo. You can search for retailers that take SNAP. Find them near you. Go to <a href="http://arcgis.com">SNAP Retailer Locator (arcgis.com)</a>
<b><i>Whom do I contact to see if my child is eligible for P-EBT Childcare?</i></b>	Call P-EBT Customer Service. Call 1-833-415-0569.
<b><i>How do I order a replacement P-EBT card through the FIS number?</i></b>	Call FIS Customer Service. Call 1-800-843-8303. <ul style="list-style-type: none"> <li>• Press 2 for Spanish.</li> <li>• Prompt will ask for the 16-digit card number.</li> <li>• If replacing a card, you can press 2 right away. Or you can wait for the next voice prompt to direct you. This is if your card is lost, stolen, or damaged. This is if it needs to be replaced.</li> <li>• Once you press 2, you will be redirected to a customer service rep. They will confirm your identity. Once that is confirmed, your current card will be deactivated. They will order you a new card. That goes to the current address in the system. <ul style="list-style-type: none"> <li>○ If the client wants the card mailed to a new address, they will be directed back to the state to update the address. If directed back to the state, guardian must call P-EBT Customer Service at 1-833-415-0569</li> </ul> </li> </ul>
<b><i>Who can I call if I did not get a P-EBT card for the P-EBT Childcare issuance?</i></b>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<b><i>What do I do if I only got funds for one child and not my other children for the P-EBT Childcare issuance?</i></b>	Call P-EBT Customer Service. Call 1-833-415-0569.
<b><i>How can I check the balance of my child's P-EBT card?</i></b>	Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to <a href="http://www.ebtedge.com">http://www.ebtedge.com</a> .
<b><i>What do I do if I need a replacement P-EBT card?</i></b>	Call FIS Customer Service. Call 1-800-843-8303.

***What dates was the Childcare P-EBT issued?***

You can find issuance dates for Childcare P-EBT [here](#).

#### Other Important Information

3,024 children that were recently approved for Childcare P-EBT issuance were sent invalid P-EBT cards. If you received a PEBT card incorrectly, it has been deactivated. The correct card will be sent to your mailing address.