

# FAQ for Families

## About P-EBT 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 and childcare closures. P-EBT is a program in partnership with the Oregon Department of Human Services (ODHS) and the Oregon Department of Education (ODE).

## P-EBT Benefit Period: Summer 2022

### When is this P-EBT benefit for?

The current P-EBT benefits are for the period of June – August of 2022. Eligibility for these benefits is based on school enrollment, school meal eligibility, and participation in ODHS benefit programs between June – August 2022 only.

## How children qualify for P-EBT

There is no application.

- P-EBT is available to all school children who were eligible to receive free or reduced-price [National School Lunch Program \(NSLP\)](#) meals or attended a [Community Eligible Provision \(CEP\)](#) school during school year 2021-22.
- P-EBT is also available to all children under the age of 6 who were enrolled in SNAP during the summer months.

Please contact the P-EBT Call Center at (844) ORE-PEBT or (844) 673-7328 to confirm your child's eligibility status.

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

Only school children who were eligible to receive free or reduced-price meals or attended a CEP school during the 2021-2022 school year, or children who are under the age of 6 and received SNAP from June – August 2022, are eligible for Summer 2022 benefits. A dedicated call center will be set up where parents, guardians, and community partners can confirm their child's eligibility status.

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

Eligible children will receive a letter addressed to them in the mail, followed by the arrival of their individual Pandemic Electronic Benefit Transfer (P-EBT) card.

### My child is homeschooled, are they still eligible for P-EBT?

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

## How families receive P-EBT

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

All eligible children will receive a new P-EBT card in the mail, whether they are new to P-EBT or have received benefits in the past. Each child within a single household who is eligible to receive P-EBT benefits will receive an individual letter in the mail before receiving their benefits.

In addition, P-EBT benefits will not be issued onto the EBT card associated to a SNAP case, if the child is receiving SNAP. The household will receive a separate P-EBT card in the mail.

For example:

- If there are four eligible children in a single household, the household will receive four separate letters and 4 P-EBT cards (one letter and one P-EBT card addressed to each child).

### Which address is the P-EBT card mailed to?

If your family receives SNAP benefits, your P-EBT card will be mailed to the address listed on your case record. If your family does not receive SNAP, your child's P-EBT card will be mailed to the address that is listed on file with their school.

## How much P-EBT families receive and when

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

Each eligible child will receive \$391 on a special P-EBT card, which is like a debit card. All children eligible for P-EBT benefits will receive the same benefit amount.

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

ODHS will initiate the process to get Summer 2022 P-EBT benefits in the last week of March. Most eligible children will receive a letter addressed to them in the mail, followed by the arrival of their individual P-EBT card between April and May. Households will receive the full P-EBT benefit their children qualify for in a single issuance.

### I read that P-EBT benefits will be issued in January/February 2023, where are my benefits?

Previous communications say P-EBT benefits for Summer 2022 would be issued in January and February of 2023. Due to delays in starting the program, the timeline has since been updated as benefits will now be mailed to eligible children beginning in April.

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

Currently, no additional P-EBT benefits are available past Summer 2022. Future extensions are based on the ongoing need due to the COVID-19 public health emergency declaration. Updates will be posted to the [pebt.oregon.gov](https://pebt.oregon.gov) as new information is available.

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

If you have lost your newly issued P-EBT card, you can request a replacement card by calling the P-EBT Call Center at (844) ORE-PEBT or (844) 673-7328.

## **How to use P-EBT 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 [State of Oregon: Oregon Trail / EBT Card](#)

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

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

### **What if I received a P-EBT card for the 2020-2021 school year?**

If your household received a P-EBT card for the 2020-2021 school year that card can be thrown away once the benefit balance is empty. You will receive a new card in the mail for benefits covering the Summer 2022 period and any future extensions of the program.

### **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 are currently receiving 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 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 food](#) is most foods, except prepared foods and foods sold hot.

### **Can my child(ren) receive meals at school and use P-EBT benefits?**

Yes, P-EBT benefits supplement school meals. They do not replace them.

## **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 or (844) 673-7328 to provide an accessible mailing address (this may include the school's address).

## **More information**

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

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

### **P-EBT is not covering all my food cost 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)