

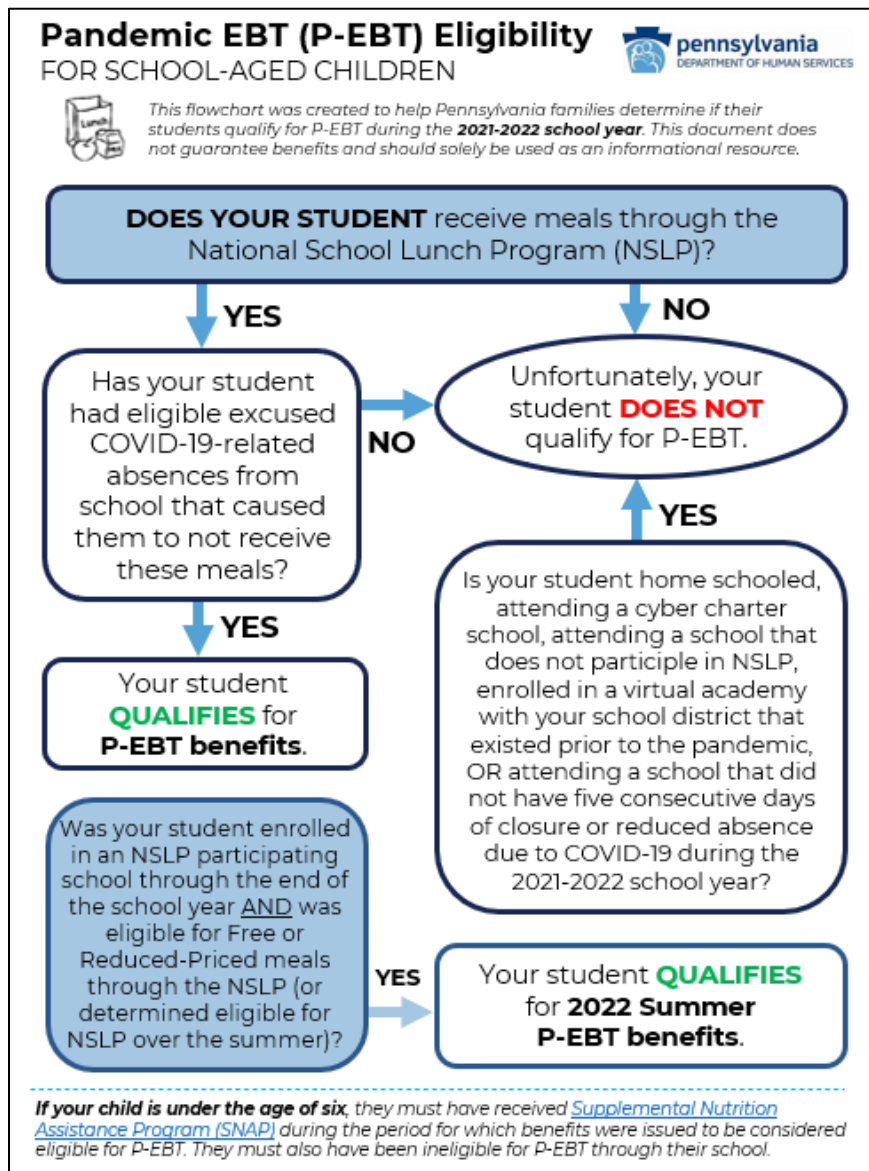
Know Before You Call Checklist

Before calling the P-EBT hotline, please review the following checklist. Reviewing the online information on program guidelines and using P-EBT online resources are often the quickest ways to resolve your questions and issues.

Click each question to view additional details.

✓ Is my child eligible for P-EBT?

Before calling to inquire if your child is eligible, please review the eligibility flow chart below. If your child does not meet the following guidelines, they are not eligible for P-EBT benefits.



If you are still unsure if your child qualifies or you have questions regarding your child's eligibility for 2020-2021, please review the [P-EBT Frequently Asked Questions page](#) before calling the hotline.

*** Important note:** All students had access to free school meals during the 2021-2022 school year due to special waivers from USDA. **This does not mean all students qualify for P-EBT.** These meals at school were sponsored by a different type of federal program. P-EBT relies on individual student connection to free meals through the NSLP, not their ability to get free meals from the school.

✓ **Have I reviewed the P-EBT Quick Reference Guide?**

The P-EBT Quick Reference Guide is a table that shows which online resources you can use to address common issues or questions, including:

- Eligibility
- Requesting a replacement card
- Checking your P-EBT balance
- Checking your P-EBT transaction history
- Understanding how much funding your child will receive

Please review the Quick Reference Guide and try using the appropriate online resource to address your question before calling the hotline. You can view the Quick Reference Guide by visiting the [P-EBT Guide Website](#) and scrolling down to the section titled "**P-EBT Quick Reference Guide.**"

✓ **Have I reviewed the P-EBT Frequently Asked Questions?**

Before calling the P-EBT hotline, review the [P-EBT Frequently Asked Questions \(FAQs\)](#) for information on how to address your inquiry. The FAQs include detailed information on the following topics:

- P-EBT program guidelines
- Eligibility
- How much your child will receive in benefits
- How to use P-EBT benefits
- Replacing a lost or stolen card
- A change in household address
- The P-EBT Parent Portal

✓ Have I checked my balance and transaction history online?

You can check your balance online via www.connectebt.com or the ConnectEBT mobile app. To create your account, make sure you have the following information:

- Your social security number
- Zip code
- Child's date of birth

For detailed instructions on how to check your balance and transaction history online, please review "How do I check the balance on my P-EBT card?" in the [P-EBT Frequently Asked Questions](#).

Families that receive the benefit on their regular EBT card can also check their SNAP balance through DHS' myCOMPASS PA mobile app.

✓ Have I requested a replacement card through the P-EBT Parent Portal?

If you require a replacement card and your child qualified for P-EBT for the 2021-2022 school year or the 2022 Summer P-EBT, you can request one through the [P-EBT Parent Portal](#). The portal also allows parents to check if their child was eligible for P-EBT based on the information the schools submitted and an automated process for requesting replacement cards.

If you need to request a replacement card be mailed to a new address, you can also do so on the [P-EBT Parent Portal](#).

When you arrive at the screen to enter your child's information, you must first select the school year in the upper right-hand corner. The 2021-2022 School Year is the only available option. If you do not get a result for your search and you have filled in optional fields that don't have a red asterisk beside the field, try leaving the optional fields blank. When the search is run, the system checks for exact matches for every field that has something entered, even if the field is optional. If the optional information does not match what the school submitted, or the school did not submit any information in the optional field, the system will return a message that it cannot locate your child.

****Important note: You should only submit ONE request. You should receive your replacement card by mail in 6-8 weeks after submitting a request.***

For more detailed instructions on how to request a replacement card online, please review "What if I need a new P-EBT card?" in the [P-EBT Frequently Asked Questions](#).

If you have completed the checklist, reviewed the appropriate online resources, and still need help resolving your inquiry, you can call the **P-EBT hotline at 1-877-343-0179**.