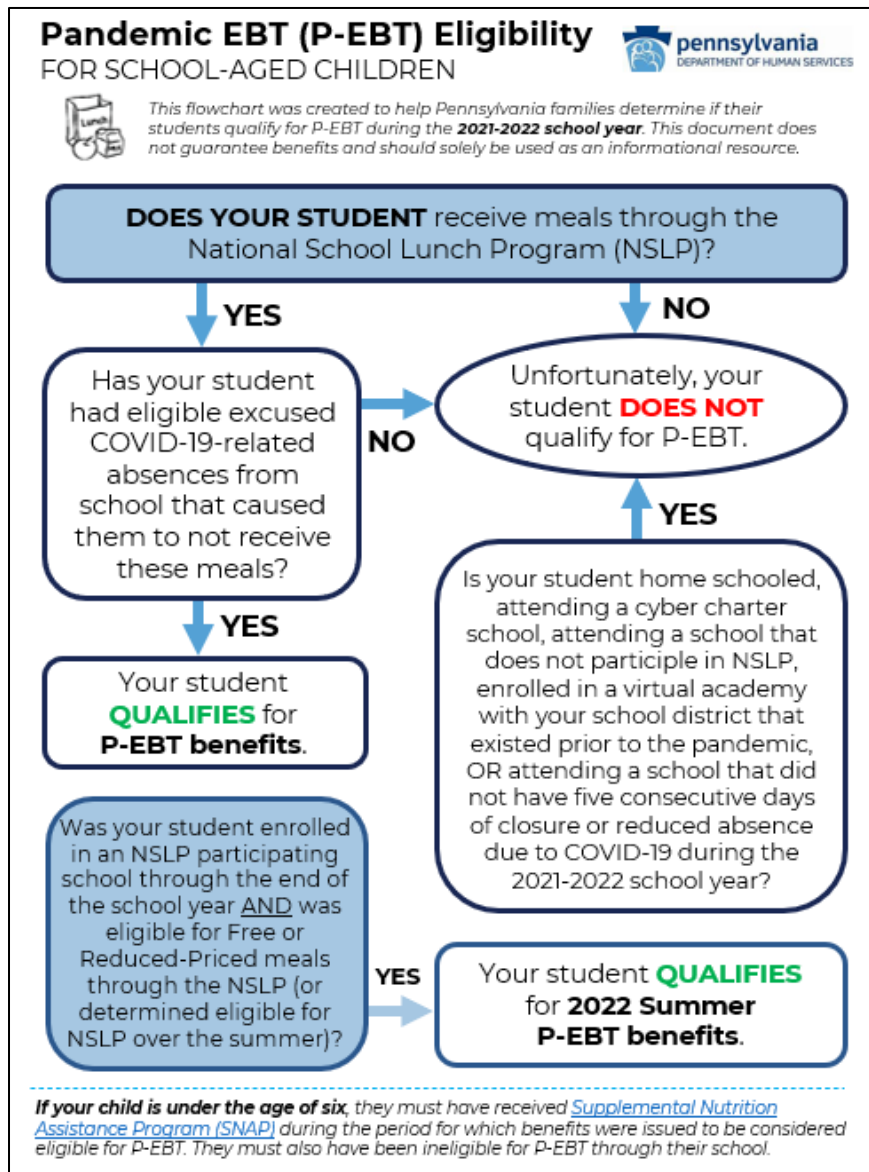


Know Before You Call Checklist

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.

✓ Is my child eligible for P-EBT?

Before calling to inquire if your child is eligible, please review the eligibility flowchart below. If your child does not meet the following guidelines, they are not eligible for P-EBT benefits for the 2021-2022 School Year.



✓ 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
- Understanding how much funding your child will receive
- Activating your P-EBT card and changing the PIN
- Requesting a replacement card
- Checking your P-EBT balance and transaction history
- Submitting a P-EBT Inquiry online

Please review the Quick Reference Guide and use 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 requirements
- Benefit amounts
- P-EBT card activation
- Replace a lost or stolen P-EBT card
- Change in household address
- Check balance and transaction history
- The P-EBT Parent Portal
- P-EBT for childcare aged children

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.**