

September 2023

SUMMER P-EBT FOR SCHOOL-AGE CHILDREN (PANDEMIC ELECTRONIC BENEFIT TRANSFER) FREQUENTLY ASKED QUESTIONS (FAQ)

Amount of benefits issued	\$120 per child
How benefits were issued	A new P-EBT card will be mailed to eligible children and received by October 4, 2023. Benefits will be on the card and ready to use.

What is the Summer P-EBT program?

Summer P-EBT is a United States Department of Agriculture (USDA) program that provides food benefits to children.

Eligibility Information

What is the definition of ‘School-Aged Children’?

Children enrolled in Kindergarten through 12th grade during the 2022 – 2023 school year.

Who is eligible to get Summer P-EBT?

A student may be eligible for 2023 Summer P-EBT if they were enrolled in Kindergarten through 12th grade in Iowa and, before or on May 31, 2023:

- Were eligible for free or reduced-price school meals through the National School Lunch Program (NSLP) and enrolled in a school that participated in the NSLP during the 22-23 school year, or
- Attended a Community Eligibility Provision (CEP) school during the 22-23 school year
 - [Click link to see list of CEP schools](#)

The following are **not** eligible for 2023 Summer P-EBT benefits: Non-school aged children in childcare, virtual school students (during 2022-23 school year), homeschooled school-aged children (during the 2022-23 school year), and virtual students who were dual-enrolled (during the 2022-23 school year).

Why are non-school aged children in childcare, virtual school students, dual-enrolled virtual school-aged children, and homeschooled school-age children not eligible for Summer P-EBT?

Congress passed legislation that prevents states from providing 2023 Summer P-EBT benefits to children who did not attend a school participating in NSLP at the end of the school year immediately preceding the summer. This includes children who attended virtual schools, who were homeschooled, who were dual-enrolled, and those younger than school age.

Do I need to apply to get 2023 Summer P-EBT?

No. There is no application for P-EBT. Children are eligible for P-EBT based on the criteria Under [Who is eligible to get Summer P-EBT](#) question above.

If a child participates in a summer meal program, can they get P-EBT too?

Yes.

How will I know if we are eligible for P-EBT benefits?

- Refer to the [Who is eligible to get Summer P-EBT](#) question to make sure the child is eligible
- A new P-EBT card will be mailed to eligible children and received by October 4, 2023. Benefits will be on the card and ready to use.

How much will each child get for Summer 2023 P-EBT?

\$120 for each eligible child.

Why is the 2023 Summer P-EBT benefit amount lower than previous years?

Congress passed legislation that set the 2023 Summer P-EBT amount at \$120 per eligible child.

When will we receive 2023 Summer P-EBT benefits?

New P-EBT cards for eligible children will be mailed to the address provided by their school. The card should be received by October 4, 2023. If you don't receive the card, the earliest you can request a replacement is October 4, 2023.

I believe a child should have received 2023 Summer P-EBT benefits but didn't.

Who do I talk to about this?

You may call 515-420-6048 from 8:00 a.m. to 4:30 p.m. Monday-Friday. **You must call and speak with a representative before 4:30 p.m. on 10/31/23 to request a reconsideration. Any inquiries received after this date will not be accepted.**

P-EBT Card Information

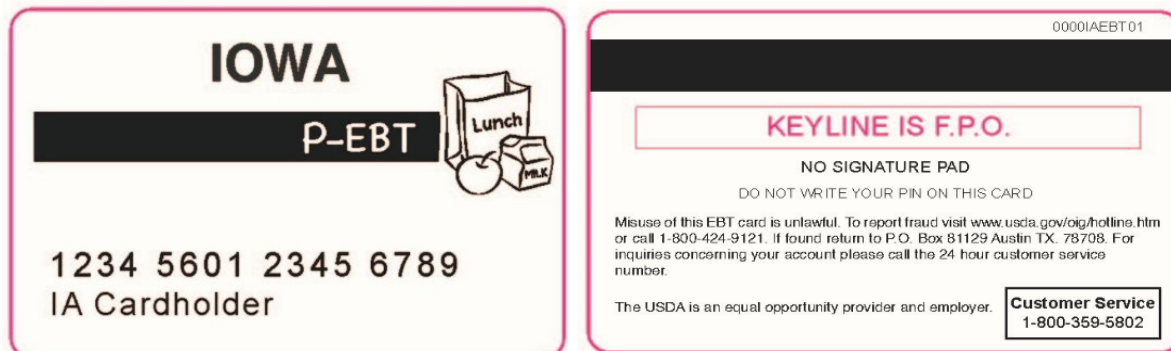
Will eligible children receive a new P-EBT card?

Yes. New P-EBT cards for eligible children will be mailed to the address provided by their school. The card should be received by October 4, 2023. If the child has a different last name than the adults who receive mail at the address, it may be helpful to notify the post office that the child will receive mail.

Why did I get more than one P-EBT card?

A P-EBT card was mailed for each eligible child.

What does the P-EBT card look like?



Card front and back

How do I activate my card?

Activate each card by following the instructions below. For security reasons, you can't use sequential/repeating numbers (1111, 1221, 1233) and you cannot use PINs that are easy to guess (1234, 6789).

By phone:

1. Call 1-800-359-5802;
2. Enter or speak the 19-digit number on the front of the card;
3. Enter 1 for English or 2 for Spanish;
4. Press 1 for P-EBT;
5. Enter 6666 for the social security number (SSN), do NOT use your child's actual SSN;
6. Press 1 that the SSN is correct;
7. Enter the date of birth of the child listed on the card (2 digit month, 2 digit day, 4 digit year);
8. Press 1 that the DOB is correct;
9. Set a four-digit PIN. Do not write the PIN on the card;
10. Confirm by reentering the PIN.

Online through the Connectebt.com website

1. Go to Connectebt.com;
2. Under To create a new User ID and Password select "Iowa EBT" from the menu called "Select Your State Program";
3. Click submit;
4. Enter 6666 for the social security number (SSN), do NOT use your child's actual SSN;
5. Enter the date of birth of the child listed on the card;
6. Enter the 19-digit number on the front of the card in the space called PAN;
7. Select a User ID and password. Do not keep the password with the card;
8. Enter your email address and phone number;
9. Select a four-digit PIN. Do not write the PIN on the card.

Through the ConnectEBT App (Conduent, Inc)

1. Download/install the ConnectEBT app (from either the Apple Store or Google Play Store)

2. Open the app;
3. Select Iowa from the “Your State” menu;
4. Click “Create User Account” at the bottom of the screen;
5. Enter the 19-digit number on the front of the card. Click continue;
6. Enter 6666 for the social security number (SSN), do NOT use your child’s actual SSN and enter the date of birth of the child listed on the card. Click continue;
7. Select a User ID and password. Do not keep the password with the card;
8. Answer the security question at the bottom of the screen. Click continue;
9. Select a four-digit PIN. Do not write the PIN on the card.

Once activated, the child’s benefit amount will be available to use at any store that accepts EBT benefits.

I lost my P-EBT card. How do I get a new one?

If your P-EBT card has been lost, stolen, or you can’t activate it, please call EBT Card Customer Service at 1-800-359-5802, 24 hours a day, 7 days a week. Any remaining benefits you have on the card will be put on a replacement EBT card and mailed to you.

If you moved since receiving your P-EBT card, you will need to call P-EBT Customer Service at 515-420-6048 to update your address and request a new card.

I am having trouble setting my PIN or activating my card. What do I do?

Call the number on the back of the card, 1-800-359-5802, 24 hours a day, 7 days a week.

How do I check the card balance?

After a simple account set-up online, you may check the balance of the card at any time by going to www.connectebt.com. You will need to enter information from the card on the website so make sure your card is handy when you log in. You can also check your balance by calling 1-800-359-5802, 24 hours a day, 7 days a week.

I got a P-EBT card in the mail, but I don’t want it.

Using the P-EBT card is voluntary. If you choose not to use the benefits available to the child, please cut up the card and throw it away. Benefits will expire nine months after the last time benefits were issued on, or spent from, the card. Benefits that are removed from the card cannot be replaced.

Can I give the P-EBT card to someone else to use if I don’t want or need it?

No, the P-EBT card is non-transferable.

Should I keep this P-EBT card after all the benefits are spent?

No. The card will not be reloaded with benefits. Once the benefits are used, you can throw the card away.

What do I do with my old P-EBT card?

If you still have a balance from previous P-EBT benefits, you can use the benefits. If you used all of the benefits, you can throw the card away. P-EBT cards will not be reloaded with benefits.

P-EBT Benefit Usage

What can I buy with the P-EBT benefits?

You can use the P-EBT benefits on your EBT card to purchase eligible food items anywhere SNAP EBT cards are accepted. Eligible food items include dairy products, eggs, meat, cereal, rice, pasta, bread, fresh, frozen, canned or dried vegetable and fruit, any ingredients you use for cooking, baby formula, diabetic foods, garden seeds, plants for growing food at home, and ice.

You cannot buy already prepared/hot food, pet food, and non-food items. For more information, please visit <https://www.fns.usda.gov/snap/eligible-food-items>

Where can I use the card?

You can use the card anywhere SNAP benefits are accepted. All major grocery chains, convenience stores, and big box stores accept EBT cards. EBT cards will also be accepted at farmers markets and local roadside and farm stands. For more information, check out the [Iowa's Farmers Market Project](#).

See below for a list of the retailers that offer online grocery purchasing using the EBT card. SNAP recipients will be able to use their benefits to purchase eligible food items but will not be able to use benefits to pay for service or delivery charges. For more information, visit

<https://www.fns.usda.gov/snap/online-purchasing-pilot>

ALDI, Amazon, Hy-Vee, Jewel Osco, New Pioneer Food Co-op, Ramsey's Market, Sam's Club, Walmart, and Whole Foods offer online options for Iowans using their SNAP EBT card to purchase food. More information can be found at: <https://dhs.iowa.gov/food-assistance/online-options>.

How do I use the card at the store?

When you use the P-EBT card at the store, choose the EBT option on the point-of-sale machine at the checkout and enter your 4-digit pin. Anyone in your household can use your P-EBT card, even if their name is not on the front of the P-EBT card.

Do I have to use all the benefits at once?

No. The benefits will carry over month to month. However, please [see How long do I have to use these benefits](#), for more information.

How long do I have to use these benefits?

Benefits will expire nine months after the last time benefits were issued on, or spent from, the card. Benefits that are removed from the card cannot be replaced.

Additional Resources

My address has changed since the 2022-2023 school year. How do I change my address?

Contact the child's school to report any address changes.

The post office may not forward the P-EBT card to the new address. If the card is not received at the new address, contact the P-EBT Customer Service Center at 515-420-6048 from 8:00 a.m. to 4:30 p.m. Monday-Friday to update the address and request a new card.

Is help available in other languages besides English?

Both the P-EBT Customer Service Center and the EBT Card Customer Service can provide assistance in multiple languages.

I have a question/problem that wasn't answered on this FAQ. Who do I contact?

You may call 515-420-6048 from 8:00 a.m. to 4:30 p.m. Monday-Friday.