Call Logics for SY 21-22 Student P-EBT

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Monthly Eligibility
(ask for each child in the household)

Is the child 5 years old or younger as of September 1, 2022?

- Yes
  - Child is not eligible for Child Care P-EBT because of USDA’s requirement for child to be under the age of 6.
  - What next?
  - Redirect to "Is my student eligible?" to determine if child is eligible for student benefits.

- No
  - Is the child included in an active FNS case?
    - Yes
      - Child is not eligible for Child Care P-EBT because of USDA’s requirement for child to be under the age of 6.
      - Can I apply for FNS?
        - Yes, households may apply for FNS at any time.
        - NCDHHS.GOV/FNS provides more information on how to apply.
    - No
      - Look up child in NCFAST then continue.

**Reminder:**
If a child turns 6 during the school year, they are eligible to continue receiving Child Care P-EBT ONLY IF:
1) they are still included in an active FNS case, and
2) aren’t picked up in the Student P-EBT population

- Unsure
  - Child is not eligible for Child Care P-EBT because of USDA’s requirement for child to be under the age of 6.

**IMPORTANT:**
If a child is a pre-K-12 student, eligibility rules of Student P-EBT will apply to them. The child will not receive Child Care P-EBT.

Redirect to "Is my student eligible?" or direct caller to online eligibility quiz on the P-EBT website.

**Note**
Child Care P-EBT benefit amounts are based on statewide numbers approved by the USDA. These amounts change month to month but are the same for everyone in North Carolina each month. The amounts for each month will be posted on the P-EBT website.

**Reminder:**
If a household applies for FNS and receives approval, children under 6 in that household will receive Child Care P-EBT from the month of case opening through the end of the school year.

Benefits will not be issued back to the beginning of the school year for new FNS cases opening after September 2022.

Apply online with ePASS.

Or

Apply in person at your county DSS office.

Or

Complete a paper application and mail to/drop off at your county DSS office.
**Student & Child Care P-EBT**

**Reminders**
- Households will not receive all months of P-EBT at once—each month is a separate deposit.
- Students may get benefits in some months and not others depending on each student’s attendance record.
- Benefit availability after issuance will be staggered over 3 days.
- Child Care - All children will receive a statewide benefit amount each month (but - this amount will likely change each month)

*Note*
If your children’s benefits do not come in at the same time it is because student P-EBT benefits will be the first issued, then child care benefits will be issued next.

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**When will we get the benefits?**

Confirm caller and agent are referring to the same benefit month. (actual benefit month vs. benefit issuance month)

Month is confirmed

Redirect to "Is my student eligible?" or "Is my child eligible" (depending on age) to confirm eligibility.

Eligibility is confirmed for given month

**Initial issuance** (September 2022 – February 2023)

- Student
- Child under 6

There will be two student benefit issuances in March. 1: Mid-March (Sept - Jan) and 2: End of March (February).

Children under 6 will see their first benefit issuance at the end of March, covering September - February.

Child will receive benefits one month after the month that they are eligible.

**Regular monthly issuance cadence** (March 2023 and onward)

Does student have existing P-EBT or FNS EBT card?

- Yes
  -Benefits will be issued to an existing P-EBT or FNS EBT card.
- No
  -You should receive the card with P-EBT benefits in the mail in 1-3 weeks.

**Is the card marked as undeliverable in ebtEDGE?**

- Yes
  -Redirect to “I need a new card.”
- No
  -Redirect to “I need a new card.”

Caller can wait for card to arrive.

Or

Redirect to “I need a new card.”

Note
Child Care P-EBT benefits will be added to the existing FNS EBT card.

If extended period has passed...
How will we get the benefits?

Student & Child Care P-EBT

Redirect to “Is my student eligible?” to confirm eligibility.

Does the student receive FNS?

Yes

Student P-EBT benefits will be issued to the FNS EBT card of the most recent (current) FNS case.

Some households may be mailed a new P-EBT card with their benefits in 1-3 weeks.

No

Did the student receive P-EBT last school year?

Yes

Student P-EBT benefits will be issued on existing P-EBT card.

No

Benefits will be provided on a new P-EBT card.

Please be patient as it can take 1-3 weeks to arrive in the mail.

If card is lost or damaged

Redirect to “I need a new card.”

Redirect to “Is my child eligible?” to confirm eligibility for the month in question.

Child Care P-EBT benefits will be issued to the FNS EBT card of the most recent (current) FNS case.

When?

Redirect to “When will my child get their benefits?”

Benefits were never received

Redirect to “My child is eligible for Child Care P-EBT but didn’t receive benefits.”

Is the card marked as undeliverable in ebtEDGE?

Yes

Redirect to “I need a new card.”

No

Caller can wait for card to arrive.

Or

Redirect to “I need a new card.”
“I need a new card.”

Was FNS EBT card or P-EBT card lost, stolen or damaged?

Yes

Initiate new card process.

P-EBT cards will take 1-3 weeks to arrive in the mail.

If extended period has passed

Is the card marked as undeliverable in ebtEDGE?

Yes

Redirect to “I need a new card.”

No

Caller can wait for card to arrive.

Or

Redirect to “I need a new card.”

Note
Inform caller that issuing a new card will cancel the old card and they will not be able to access benefits with the old card anymore.
If dispute still exists, like last year, the benefit amount for young children (Child Care) is a set amount that all children across the state will receive (if they meet the monthly eligibility requirements). This amount is subject to change each month and will be posted to NCDHHS.GOV/PEBT with each issuance. Inform caller that North Carolina is unable to change the monthly benefit amount. All eligible children will receive the same benefit amount for the month.

Redirect to "Is my child eligible?" to confirm eligibility for the month in question.

Info on issuance timing is needed.

Redirect to "When will my child get their benefits?"
My child is eligible for Student P-EBT but didn’t receive benefits.

Confirm caller and agent are referring to the same benefit month.
(actual benefit month vs. benefit issuance month)

Month is confirmed

Redirect to “Is my student eligible?” to confirm eligibility.

Eligibility is confirmed

Does caller have an existing P-EBT or FNS EBT card?

Yes

Check to see if P-EBT benefits were deposited for the month in question.

Benefits were deposited

Benefits were not deposited

No

Benefits will be issued on a new P-EBT card that will arrive in the mail 1-3 weeks after issuance. Please allow adequate time for the card with benefits to be mailed.

For future reference, you may check the deposits and balance for your P-EBT or FNS EBT card by visiting www.ebtedge.com, using the ebtEDGE mobile app, by texting BAL to 4225 (instructions to register phone are in the P-EBT FAQs), or by calling the number on the back of the EBT card 1-888-622-7328. Visit www.ncdhhs.gov/pebt for instructions on how to do this in frequently asked questions.

Look student up in the Student BIRT Report and/or ebtEDGE and use to troubleshoot reasons student did not get benefits.

Unable to find student

Encourage caller to contact their child’s School Nutrition Office to confirm their free or reduced-price meals eligibility, or to apply.

Or

AFTER using the "Troubleshooting with reports", if there is no reason found, redirect caller to the DPI P-EBT phone line at 984-236-2976 for troubleshooting data related problems.
**Note**
If all troubleshooting avenues are exhausted, and it appears it is a data-related problem that could be resolved by DPI, the call rep can provide caller with the DPI phone line: **984-236-2976**

Parent/guardian should contact the School Nutrition Office in their school district.

Parent/guardian should contact their child’s school to verify their information.

This is a federal requirement that cannot be changed, and benefits cannot be accrued or issued before this threshold is met. However, the caller can check monthly to see if their school has met the threshold using the school search tool on the P-EBT website.

Refer case to HSBIA - Business_HSBIA_FNS@dhhs.nc.gov

Troubleshooting Using Report (Students)

Redirect to “Is my student eligible?” to confirm eligibility.

Eligibility is confirmed

Confirm caller and agent are referring to the same benefit month (actual benefit month vs. benefit issuance month).

Month is confirmed

Verify student has not already received benefits for the month using BIRT Report and/or ebtEDGE.

If benefits were issued but never received a P-EBT card (for an extended period of time)

Is the card marked as undeliverable in ebtEDGE?

Yes

Redirect to “I need a new card.”

No

Has FRP denial date

Has enrollment exit date

Attendance data missing

Student attendance record shows no virtual or quarantine days

School has not met the threshold for reduced attendance because of COVID

Benefits went to an FNS case that the child is not part of.

Caller can wait for card to arrive.

Redirect to “I need a new card.”

Or
My child changed caregivers.

Redirect to “Is my student eligible?” to confirm eligibility.

**IMPORTANT:** If NSLP FRP approved, proceed even if student has no quarantine or virtual days yet this year

Eligibility is confirmed

Is the student moving to a household that receives FNS?

Yes

Parent/guardian should report the change to their FNS case worker at their local DSS office so the child can be added to their FNS case.

What next?

Once the change in your FNS is complete, any future P-EBT benefits that the child is eligible for will be provided to the new household on their FNS card.

Previously issued benefits will not move to the FNS card of the new household.

No

Parent/guardian should update **BOTH** the child’s caregiver and address to the child’s school.

What next?

Both the caregiver name and the mailing address should be changed **at the same time** to make sure the benefits start going to the correct household. This will trigger a new card.

**NOTE:** The card can and should just follow the child to their new household. This is the simplest way to ensure benefits go to the child.

Is the child moving to a household that receives FNS?

Yes

Parent/guardian should report the change to their FNS case worker at their local DSS office so the child can be added to their FNS case.

What next?

Once the change in your FNS case is complete, any future P-EBT benefits that the child is eligible for will be provided to the new household on their FNS card.

Previously issued benefits will not move to the FNS card of the new household.

No

Parent/guardian should report the change to their FNS case worker at their local DSS office so the child can be added to their FNS case.

What next?

Once the child moves to a household that does not receive FNS, they will **no longer be eligible** to receive Child Care P-EBT.

NOTE: The card can and should just follow the child to their new household. This is the simplest way to ensure benefits go to the child.
Foster care scenarios

I have a foster child who did not receive P-EBT benefits.

Redirect to "Is my student eligible?" and confirm eligibility for each child they are calling about.

I now have a foster child but I don't have a P-EBT card for them.

New P-EBT cards will be issued to all foster student again this year the first month they are eligible. The card will be mailed to the local county DSS office that has custody of the foster care child.

I no longer have the foster child, but I still have their P-EBT card.

Note: P-EBT is for the child and should follow them to their current home.

Benefits will not be split between foster homes, but will go to wherever the child currently is.

I have a foster child but did not claim them on my case. Will they get P-EBT benefits?

No. If you would like to add your foster child to your case, please contact your FNS case worker.

What next?

Guardian should contact the child’s foster care social worker to get the card or assist with transfer of the card to the correct home.
What if my child is in a hybrid school?

Hybrid schools are not considered virtual academies. The school can still qualify to be a NSLP.

How does a school meet the attendance requirement?

A student at your child's school needs to have been absent for 5+ consecutive days due to COVID-19. This student can be any child in the school that participates in the NSLP free or reduce-price meal program. Once, this happens, the school is eligible for the whole school year. This is a rule set by the USDA that North Carolina cannot change.

Does student attend a school that participates in the National School Lunch Program (NSLP)?

Look up child's school with this link: SY 22-23 NSLP and CEP school list

Has the school registered that they met the attendance threshold?

Redirect to "Is my student eligible?" to confirm eligibility.