

# Customer Service Call Logics

*Summer 2022 P-EBT*

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## Legend

Eligibility Questions

Follow up actions for agent to take

Suggested resolution responses or actions

Redirect to another set of questions

Note for representative

# Summer 2022 P-EBT Eligibility

Do you have a young child (under age 6 as of September 1, 2021) or student (through 12th grade) in your family/household?

Young Child

No

Student

Is your child 5 years old or younger as of September 1, 2021?

Your family/household is **not eligible** for Summer P-EBT.

Is your student eligible for free or reduced-price meals through the National School Lunch Program?

Yes

No

Yes

No

Is your young child included on an active Food and Nutrition Services case?

Your child is **not eligible** for Summer P-EBT.

Your student is **eligible** for Summer P-EBT.

Your student is **not currently eligible** for Summer P-EBT. Your student **could become eligible** if you apply for NSLP FRP by August 31, 2022 and are approved.

Yes

No

Your child is **eligible** for Summer P-EBT.

Your child is **not currently eligible** for Summer P-EBT. Your child **could become eligible** if you apply for FNS by August 31, 2022 and are approved.

Refer to **“When will I get benefits?”** for instructions on when to expect to receive benefits.

How can I apply for NSLP FRP?

What's next?

Contact your student's school to apply.

How can I apply for FNS?

Apply online with ePASS.

Or

Apply in person at your county Department of Social Services (DSS) office.

Or

Fill out a paper application and mail to/drop off at your county DSS office.

What's next?

Refer to **“When will I get benefits?”** for instructions on when to expect to receive benefits.

## Special Circumstances

Is my newborn child born during the summer period (June 1-August 31) eligible for Summer P-EBT?

A child born during the summer period is **eligible** for Summer P-EBT **ONLY** IF they are added to a case or an FNS application is submitted before August 31, 2022.

Is my student eligible for Summer P-EBT if they move from a NSLP-participating or CEP school to a non-NSLP school (for the 22-23 school year)?

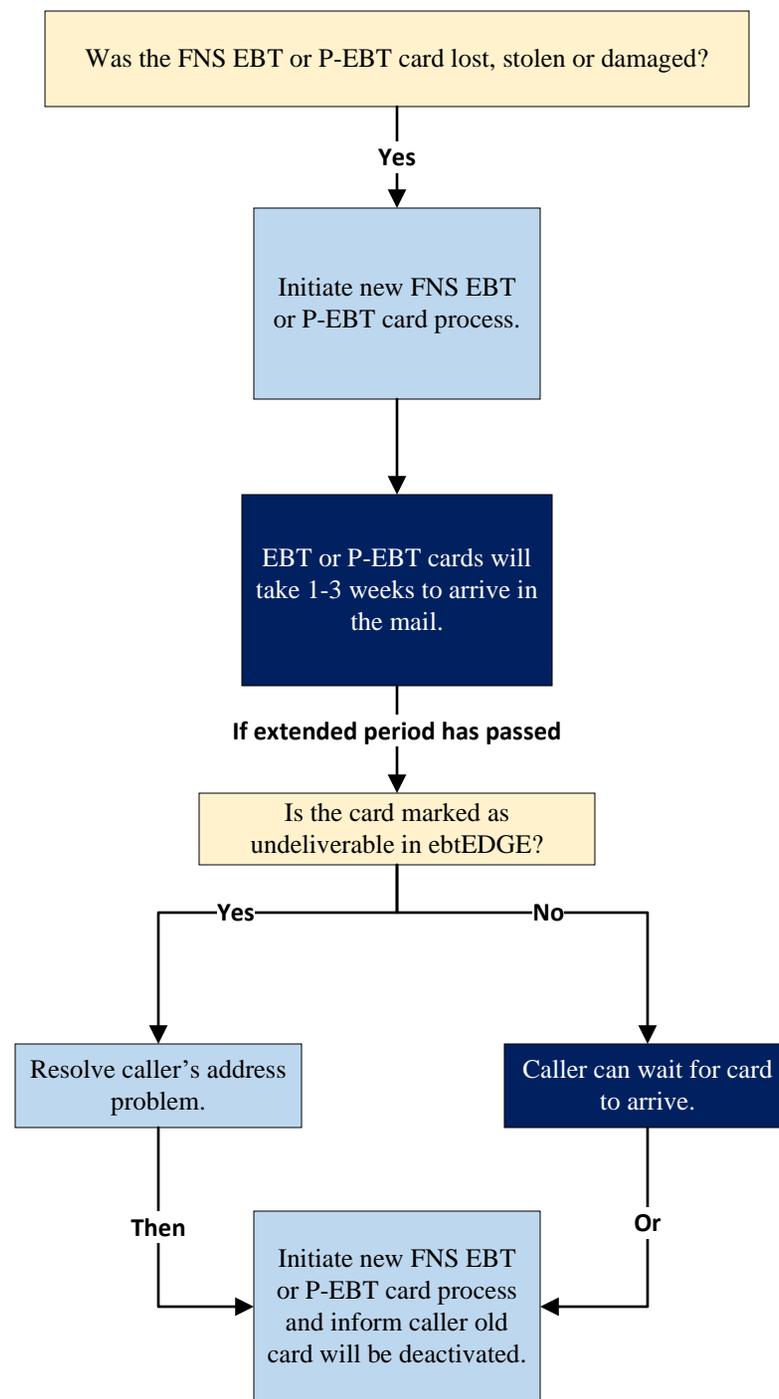
Since Summer P-EBT is an extension of the 2021-2022 school year, your student will **be eligible** for Summer P-EBT if they were eligible for NSLP FRP in May 2022 or apply before August 31, 2022. The 2022-2023 school year is not a factor for Summer P-EBT.

Is my student eligible for Summer P-EBT if they graduated from high school in May or June 2022?

Yes, 2021-2022 P-EBT eligible graduates will **receive** Summer P-EBT.



## "I need a new card."

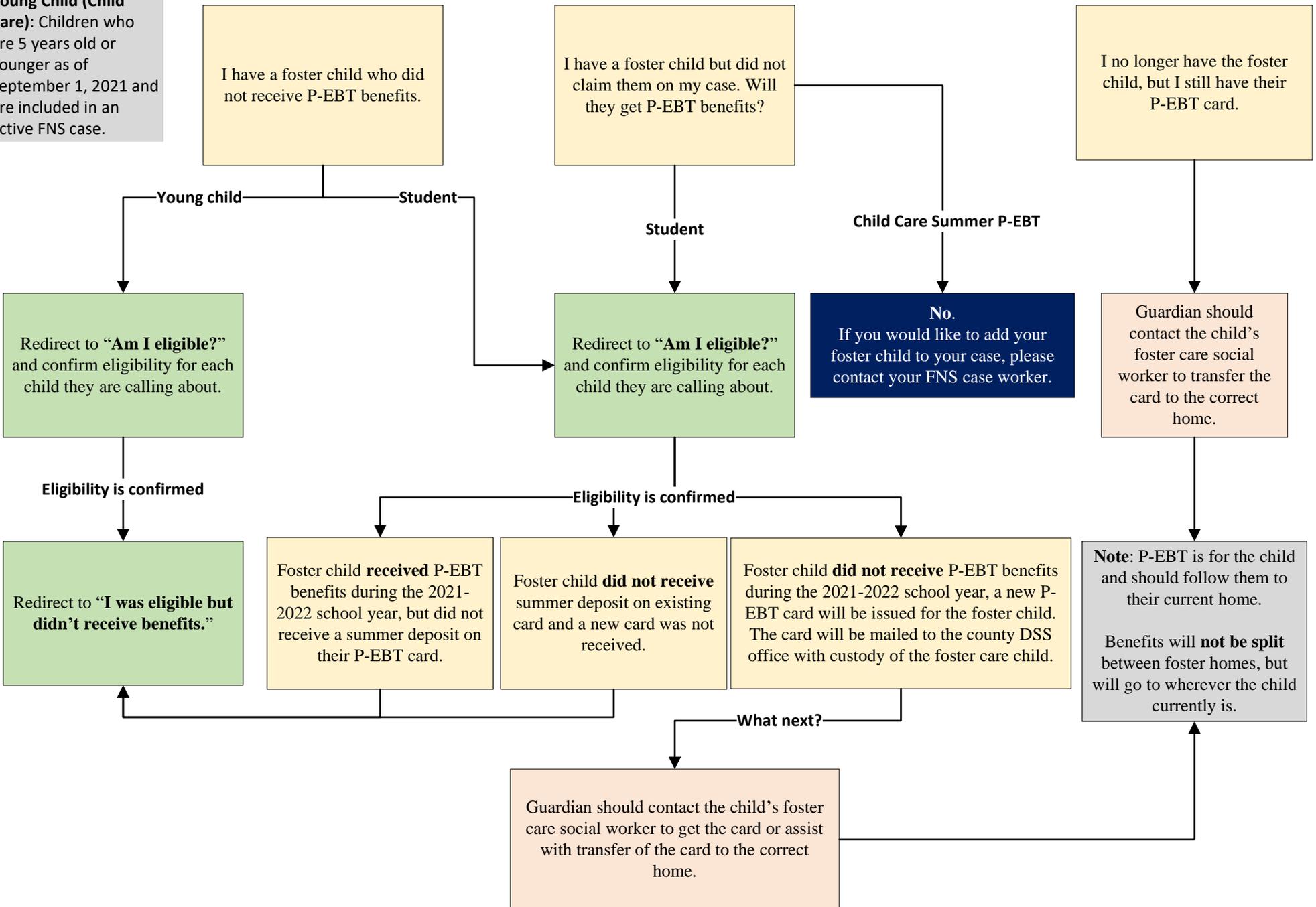


**DEFINITIONS**

**Student:** Students who are approved for NSLP FRP meals.

**Young Child (Child Care):** Children who are 5 years old or younger as of September 1, 2021 and are included in an active FNS case.

**Foster care scenarios**



**DEFINITIONS**

**Student:** Students who are approved for NSLP FRP meals.

**Young Child (Child Care):** Children who are 5 years old or younger as of September 1, 2021 and are included in an active FNS case.

**I was eligible but didn't receive Summer P-EBT benefits.**

Confirm caller and agent are referring to Summer P-EBT (rather than SY 2021-2022 Child Care or Student P-EBT)

Summer P-EBT is confirmed

Redirect to "Am I eligible?" to confirm whether child is eligible for either the student or young child Summer P-EBT population.

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

Yes

Did the caller receive P-EBT benefits during the 2021-2022 school year?

Yes

No

Summer benefits will be deposited on the caller's existing FNS EBT or P-EBT card.

Check if Summer P-EBT benefits were deposited on FNS card or existing P-EBT card.

Benefits were deposited

Benefits were not deposited

For future reference, you may check the deposits and balance for your FNS EBT card by visiting [EBTEDGE.COM](http://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 1-888-622-7328.

Visit [NCDHHS.GOV/PEBT](http://NCDHHS.GOV/PEBT) for instructions on how to do this in frequently asked questions.

If approved, student will be eligible for Summer P-EBT and should receive benefits in late September or October.

If the caller has not applied, confirm their school participates [HERE](#) and, if the school does participate, direct the caller to apply for NSLP FRP through their school or school district.

Child is eligible for Summer P-EBT and should receive benefits between July 20-30<sup>th</sup>.

To be eligible for Summer P-EBT, caller can add child to FNS case or apply by August 31, 2022 to receive Summer P-EBT benefit in late September or October.

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.

If extended period has passed

Is the card marked as undeliverable in ebtEDGE?

Yes

No

Resolve caller's address problem.

Redirect to "I need a new card" and initiate new card process.

Inform caller that the old card will be deactivated.

Caller can wait for card to arrive.

Or

Confirm address. If needed, initiate new FNS EBT or P-EBT card process and inform caller old card will be deactivated.

**Note for Agent:** If the child was moved to a different FNS case, the Summer P-EBT will be deposited to the new case's EBT card. This information **SHOULD NOT** be shared with caller. If the caller believes the child should be part of their FNS case, refer them to their FNS caseworker.

