NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for Human Services

June 10, 2020

RE: P-EBT Updates and Reminders

Good afternoon County DSS Directors and staff,

We want to provide some updates and reminders regarding P-EBT benefit issuances and questions around the reports provided to counties in your efforts to assist recipients.

Troubleshooting Issuance Concerns with Recipients:

Counties are reminded that Logic Trees (or flow charts) were established to assist counties in troubleshooting with recipients around issues that arise during benefit/card issuance. These issues include:

- The recipient has not received their P-EBT benefits or card,

- The recipient received their benefits or card, but does not believe they received their full allotment; and

- The recipient received their benefits but cannot PIN the card.

We hope you find these useful as you assist recipients. Counties can find those charts on the [COVID-19 Information for Local Service Agencies under the P-EBT section.](#)

Reports:

The P-EBT reports are located within NC FAST HELP under the [P-EBT section of COVID-19 Resources](#). The password for the P-EBT Issuance Reports is the same as the standard NC FAST password, except the numbers in the normal password should be swapped to be the last 2 digits of the current calendar year. Please share the information regarding this password only with staff who are working in a capacity that requires access to this data. Please remember that this information is for county use only and not to be released to callers or clients who come into the office.

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LOCATION: 820 S. Boylan Avenue, Hargrove Building, Raleigh, NC 27603
MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401
www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

1) *The Undelivered Card Report*

Undeliverable P-EBT Cards are returned to the EBT Vendor and show on the daily "Card Status Report Undelivered County" in EBT Edge (EBTDS210-4)). By checking the report or the returned notice, caseworkers may be able to obtain a valid phone number to contact the household to obtain an updated address. Counties may also check NC FAST for participation in other programs that may have an updated address or contact information.

If the county can obtain an updated address, a new P-EBT card should be reissued to the household by the county. To re-issue cards that show up on the Undelivered Card Report in EBT Edge, the county must have staff assigned that have administrative access to EBT Edge. Counties should ensure an e-IRAFF is submitted for those staff that will be completing this task. As a reminder, these staff cannot be an FNS Caseworker due to the need to maintain separation of duties.

Counties should use the P-EBT log to detail actions taken to resolve the bad address and re-issue the card.

P-EBT Case Numbers:

To distinguish PEBT case numbers from FNS case numbers in the undelivered card report, workers can review the below ranges distinguishing benefits issued during Phase 1 and Phase 2.

Phase	From	To	Exceptions
1	9998310282	9998713462	9998638624, 9998686200, 9998688444
2	9998278207	9998302649	None

There are three exceptions to the case numbers for the PEBT cases. The exceptions were assigned to regular FNS cases by the Application during the time that the PEBT data was being applied to production.

2) *Redelivered Notice Report*

In late May, it was discovered that some P-EBT records included an Emergency Contact's name as the Parent Name incorrectly. Those records were updated prior to sending out Phase 1 cards and a new notice was delivered to those households. A report was generated and posted to show all cases that had a redelivered notice with a corrected Parent Name and/or change of address. Counties were instructed at that time that any returned notices received by the county on or prior to 5/22/2020 that matched the "P-EBT Redelivered Notice" report, did not need to be acted upon.

3) ***P-EBT Card Issuance Report***

The P-EBT Card Issuance Report is a county summary of P-EBT payments. It contains all households within the county that have received P-EBT benefits.

4) ***P-EBT Case Report***

The P-EBT Case Report is a more detailed county report that includes specific recipient information regarding P-EBT payments.

Thanks again for your partnership on this and many other important initiatives. These benefits are helping and will help many families across NC, and that would not be possible without you.

Sincerely,

Susan G. Osborne
Assistant Secretary for County Operations