## Call Logics for SY 21-22 Child Care P-EBT

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When will my child get their benefits?

- All children will receive a statewide benefit amount each month (but this amount will likely change each month).
- Households will not receive all months of P-EBT at once – each benefit month is a separate deposit.
- Benefit availability after issuance will be staggered over 3 days.

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

What benefit month(s) is the caller referring to? Check the table below.

<table>
<thead>
<tr>
<th>Benefit Month</th>
<th>Issuance Month</th>
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<tbody>
<tr>
<td>2021</td>
<td>2022</td>
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<td>September</td>
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<td>April</td>
<td>August</td>
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<tr>
<td>May</td>
<td>August</td>
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</tbody>
</table>
How will my child get their benefits?

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

Eligibility is confirmed

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.”
I need a new card.

Was FNS EBT card lost, stolen or damaged?

Yes

Initiate new FNS EBT card process.

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.”
Why did my child only get $X amount for 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 child eligible?” to confirm eligibility for the month in question.

Eligibility is confirmed

Like last year, the Child Care benefit amount 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.

If dispute still exists

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.

Agent needs more information

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

Agent needs more information
My child is eligible for Child Care 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 child eligible?” to confirm eligibility for the month in question.

Eligibility is confirmed

Does caller have an existing FNS EBT card?

Yes

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

- Benefits were deposited
  - Redirect to “Is my child enrolled in an eligible school and came over in the Student P-EBT record?”

- Benefits were not deposited
  - Redirect to “Check BIRT Report see if the child is enrolled in an eligible school and came over in the Student P-EBT record”

No

Benefits will be issued on a new EBT card that will arrive in the mail 1-2 weeks after issuance. Please allow adequate time for the card with benefits to be mailed.

If child was issued new card

Redirect to “I need a new card.”

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.

Agent needs more information

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

For future reference, you may check the deposits and balance for your FNS EBT card by visiting 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 for instructions on how to do this in frequently asked questions.

NOTE FOR AGENT

If the child was moved to a different FNS case, they will begin receiving benefits 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.

Check BIRT Report see if the child is enrolled in an eligible school and came over in the Student P-EBT record

Child was dropped

- Child is ineligible for Child Care P-EBT because they are not included in an active FNS case.

- Child in Student record

  - If the child was moved to a different FNS case, they will begin receiving benefits 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.

Child was not dropped

- Child is ineligible for Child Care P-EBT because they were picked up in the Student P-EBT population.

Child in Student record

Refer case to HSBIA - Business_HSBIA_FNS@dhhs.nc.gov
My child changed caregivers.

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

Eligibility is confirmed

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

Once the child moves to a household that does not receive FNS, they will no longer be eligible to receive Child Care P-EBT.
I have a foster child who did not receive P-EBT benefits.

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

Eligibility is confirmed

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

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.

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.