

# P-EBT Information

- **ALL of our 21-22 students who were enrolled on the last day of school will receive a new card.**
  - \$391 per student
  - Each student gets a separate card in the student's name.
  - Cards will be mailed beginning October 7th.
  - 20-21 benefits not used by 9/30 will be rolled over to the new card.
  - Parents do not have to apply or request a card.
  - If a student withdrew at any point in the school year, they are not eligible.
- **The P-EBT call center is now open and can be reached at 1-833-316-2423.**
  - Address changes must go through the help center. We cannot change addresses.
  - We submitted the mailing address found in SAM as of May 24, 2022 to MDE.

# Helpful Facts

- The 2020-21 round of P-EBT has ended. Client concerns that were submitted through the P-EBT call center by May 15 were reviewed, and any issues that could be resolved were completed.
- P-EBT hotline is opening with an initial group of about 25 call center staff. They can be reached at 1-833-316-2423 Monday–Friday, 8:30 am–4:30 pm.
- Beginning in October, the PEBT call center will be fully staffed with approximately 150 customer service personnel.

# P-EBT Customer Service Information

- Families will be able to chat with a P-EBT customer service agent beginning September 19.
- The P-EBT customer service chat function is available on the PEBT webpage at [www.mdhs.ms.gov/pandemic-ebt-p-ebt/](http://www.mdhs.ms.gov/pandemic-ebt-p-ebt/)
- A customer service chat representative will be able to help parents with the following P-EBT benefits questions and concerns:
  - How eligibility is determined.
  - The amount of benefits an eligible child will receive.
  - Other information about how the P-EBT program works and what to expect.
- Updated [2022 P-EBT FAQs](#) are available on the [MDHS website](#).
- MDHS encourages parents to review the FAQs and utilize the chat function prior to calling the call center.
- The P-EBT call center is now open and can be reached at 1-833-316-2423.
- Customer service support regarding individual student eligibility and address corrections will be available after cards have been issued in October.

# Frequently Asked Questions

## **What do I need to do to receive P-EBT benefits for my child?**

There is nothing you need to do at this time. MDHS receives a list of eligible children and automatically mails cards to those children. Around the beginning of October, you can call the call center to check to see if your child was listed as eligible.

## **What happens to the money that was left on my P-EBT card?**

If you have a remaining balance on your child's old P-EBT card, those benefits will be transferred to your child's new P-EBT card.

## **We recently moved to a new address. Will my P-EBT card be sent to my new address?**

Beginning in early October our call center can verify the address on file for your child and accept address update requests for review.

## **Important Card Information**

- **MDHS anticipates the issuance of new cards in October 2022.**
- **MDHS encourages parents to use their remaining funds on existing P-EBT cards by September 30.**
- **Once new P-EBT cards are issued remaining benefits will be transferred to the child's new P-EBT card.**