

P-EBT Cross Agency Desk Aid

Communication Subgroup - 07/07/2021

Department of Social and Health Services		EBT Vendor	School District
Community Services Division Customer Service Contact Center	P-EBT Contact Center (Contracted with Accenture Staff)	Fidelity National Information System (FIS)	Free and Reduced-Price Meals applications
1-877-501-2233	1-833-518-0282 www.dshs.wa.gov/pebt	1-888-328-9271 (24hrs)	Use the OSPI Websites and Contact Information webpage for district information.
<ul style="list-style-type: none"> • P-EBT eligibility is NOT available through the Customer Service Contact Center. • Apply for, report changes or renew Food and Cash programs (SNAP, EBT, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance). • The DSHS Customer Service Contact Center can't issue or mail P-EBT cards or P-EBT replacement cards. Nor, can the DSHS Community Services Offices. 	<p>P-EBT Contact Center is responsible for:</p> <ul style="list-style-type: none"> • Reviewing P-EBT eligibility for children under six, children in school, and summer issuance for the 2020-2021 school year. • Updating P-EBT address and requesting replacement P-EBT cards. • Reviewing notices for eligible children and answering questions. • Case review and administrative hearing request for P-EBT eligibility. <p>Children are automatically reviewed for P-EBT and Summer P-EBT, if they are:</p> <ul style="list-style-type: none"> • Free or reduced-price meal eligible at their local school during the 2020-2021 school year; or • A child under six receiving food assistance anytime between October 2020 and June 2021. 	<p>P-EBT:</p> <ul style="list-style-type: none"> • Activation of P-EBT card (create PIN). • P-EBT card replacement and balance information. • Change PIN number. <p>P-EBT specific cards are under the child's name and account, not the head of household's name/information.</p> <p>Client will need the child's:</p> <ul style="list-style-type: none"> • Name. • Date of birth. • Address on file with the P-EBT Contact Center, including zip code. <p>For regular Food/SNAP or Cash EBT card information, the client will need:</p> <ul style="list-style-type: none"> • EBT card number. • Head of household's Social Security Number. • Mailing address on file with DSHS. 	<p>Families should contact their local school district to fill out a school meal application if their child doesn't already receive free or reduced-price meals.</p> <p>Contact your district for:</p> <ul style="list-style-type: none"> • Apply for Free or Reduced-Price Meals • Meal sites and locations <p>Note: Free and Reduced-Price Meal Application collection processes vary by district.</p> <p>Important Information and Dates:</p> <ul style="list-style-type: none"> • Applications for School year 20-21 are no longer available. • Applications for Summer 20-21 P-EBT benefits must be submitted by August 31, 2021. • Students must have been enrolled in a participating school in June 2021 to be eligible for Summer 20-21 P-EBT benefits.
<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). Interview hours: 8 a.m. – 3 p.m.</p> <p>Suggested script: "Please have your Client ID or Social Security Number available."</p>	<p>Hours of operation: 8 a.m. – 5 p.m., Monday – Friday (except state holidays). After hours online reports/voicemail messages are responded to on the next business day. For more information, go to: www.dshs.wa.gov/pebt</p>	<p>Hours of operation: 24/7</p> <p>Customers can PIN cards, order replacement cards (when address is correct), and make balance and transaction inquiries using the Cardholder Portal (Login) at www.ebtEDGE.com or by using the ebtEDGE Mobile App.</p>	<p>Hours of operation: See district website for details Districts may have limited or reduced hours during the summer months.</p>