

P-EBT Contact Guide

Department of Social and Health Services	P-EBT Contact Center	EBT Vendor	School District
Community Services Division Customer Service Contact Center	Contracted with Accenture Staff	Fidelity National Information System (FIS)	Office of Superintendent of Public Instruction
1-877-501-2233	1-833-518-0282	1-888-328-9271	Use the OSPI Websites and Contact Information webpage for district information
<ul style="list-style-type: none"> Apply for, report changes or renew Food and Cash programs (SNAP, ABD/ HEN Referral, TANF/WorkFirst, Refugee Assistance) P-EBT eligibility is NOT available through the Customer Service Contact Center. DSHS Customer Service Contact Center and Community Services Offices cannot issue or mail P-EBT cards or P-EBT replacement cards. Families must apply for food benefits by August 31, 2022 to be considered for Summer P-EBT 	<p>P-EBT Contact Center is responsible for:</p> <ul style="list-style-type: none"> Reviewing P-EBT eligibility for children under six, and summer issuance. Updating P-EBT address and requesting replacement P-EBT cards. Reviewing notices for eligible P-EBT children and answering questions. Case review and administrative hearing request for P-EBT eligibility. <p>Text message updates make it easier than ever to stay on top of P-EBT benefits. To receive personalized text messages, visit https://www.textpebt.dshs.wa.gov/ to sign up for updates</p>	<p>P-EBT:</p> <ul style="list-style-type: none"> Activation of P-EBT card (create PIN). Change PIN number. <p>P-EBT specific cards are issued 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 <p>Mailing address on file with DSHS.</p> <p>FIS will not replace P-EBT cards</p>	<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 to:</p> <ul style="list-style-type: none"> Apply for Free or Reduced-Price Meals Find meal sites and locations <p>Note: Free and Reduced-Price Meal Application collection processes vary by district.</p> <ul style="list-style-type: none"> Students must have been enrolled in a participating school in June 2022 to be eligible for Summer 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>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). For more information, go to: www.dshs.wa.gov/pebt</p>	<p>Hours of operation: Sunday-Saturday, 24 hours a day.</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>