



P-EBT Frequently Asked Questions

Q: What is P-EBT?

A: Pandemic Electronic Benefits Transfer (P-EBT) is a supplemental benefit for households with children who have temporarily lost access to free or reduced-price school meals due to pandemic-related school closures.

Q: Who is eligible for P-EBT?

A: Families who are eligible for the free and reduced-price school meals program under the National School Lunch Program (NSLP) are eligible to receive P-EBT. To be eligible for the free and reduced-price school meals program, one of the following situations must apply to a household:

- Receiving SNAP (food assistance), TANF (cash assistance), or Medicaid, and a child is enrolled in a school participating in the National School Lunch Program;
- Child attends a Community Eligibility Provision school or are enrolled in Provision 2 school; and
- Parent applied and was approved with the school district for the child to receive free and reduced-price school meals.

Q: When and how will I receive my P-EBT benefit?

A: P-EBT benefits will be issued automatically during the month of June.

For existing SNAP customers with a child receiving free and reduced-price school meals, the P-EBT benefit will be added to your current EBT card automatically. For Medicaid and/or TANF recipients with a child receiving free and reduced-price school meals, the P-EBT benefit will be automatically mailed to the address on your Medicaid and/or TANF file. No further action is required on your part to receive your P-EBT benefits.

For all other P-EBT customers, a new P-EBT card will be mailed to the address on file with your child's school district. No further action is required on your part to receive your P-EBT benefits.

P-EBT benefits are currently being mailed out for private and charter school children during the first two weeks of July. Please allow until July 21 to receive your P-EBT benefit before calling 1-833-311-0321.

Please allow the state to fully issue all P-EBT benefits before inquiring about your benefit status. If you have not received your benefit please call 1-833-311-0321.

Q: How often will I receive P-EBT?

A: P-EBT benefits are being issued in a single payment in June or July for students who were eligible to receive free and reduced price school meals during the time period of March 16 – May 29, 2020.

Q: We recently moved. Where do we update our address to receive P-EBT?

A: To update the mailing address on file to receive your P-EBT benefit, please call 1-888-356-3281.

Q: Will I receive P-EBT benefits if I recently applied for SNAP, TANF or Medicaid benefits?

A: For those families who were recently approved for one of Florida’s benefit programs – SNAP, TANF, or Medicaid – and have a child enrolled in a school participating in the National School Lunch Program, you will be issued P-EBT benefits automatically. The benefit amount will be pro-rated, based on the month of application.

Please note, children who receive SNAP, TANF, or Medicaid but do not attend school or attend a school that does not participate in the National School Lunch Program are not eligible for P-EBT.

Q: What if I have a school age child who was receiving free and reduced-price school meals and did not receive the P-EBT benefit?

A: Please allow the state to fully issue all P-EBT benefits before inquiring about your benefit status. If your child attends a public school and have not received your benefit please call 1-833-311-0321. For children who attend private and charter schools that are part of the National School Lunch Program, P-EBT benefits will be provided during the first two weeks of July. Please allow until July 21 to receive your P-EBT benefit.

Q: What benefit amount will I receive?

A: If your child was receiving free and reduced-price school meals prior to the school closures on March 16, 2020, you will receive a one-time benefit of \$5.70 per day (55 days) and per child. If your child was eligible for the free and reduced-price school meals program after March 16, 2020, you will receive a pro-rated amount based on the month of eligibility.

Q: What if a child/children resides in multiple residences?

A: If you currently receive SNAP, TANF, or Medicaid and have a child receiving free and reduced-price school meals, the P-EBT benefit will be mailed to the address on file with the Department of Children and Families.

If you are not receiving SNAP, TANF, or Medicaid, but you have a child who is eligible for the free and reduced-price school meal program, the P-EBT benefit will be mailed to

the address on file with the school district. The P-EBT benefit will be issued to the guardian of the child at the mailing address on file in the child’s school district.

Q: What if I received a P-EBT card and do not need this benefit?

A: P-EBT benefit cards should be destroyed if not needed. Instructions on how to destroy the card are included with every card mailed to recipients.

Q: What can I purchase with P-EBT benefits?

A: Households can use P-EBT benefits to buy breads, cereals, fruits, vegetables, meat, fish, poultry, dairy, and plants and seeds to grow food for your household to eat. Households cannot use P-EBT benefits to buy nonfood items such as pet foods, soaps, paper products, household supplies, grooming items, alcoholic beverages, tobacco, vitamins, medicines, food to eat in the store, or hot foods.

Q: What retailers accept P-EBT?

A: P-EBT benefits can be used to purchase food items at retailers displaying a Quest or SNAP logo/signage. To find the closest retailer where you can use your benefits, download the free ebtEDGE mobile app at www.fisglobal.com/ebtedgemobile.

Q: When will my P-EBT benefits expire?

A: Pursuant to federal guidance, P-EBT benefit funding will expire when activity on the card is dormant for 365 days. If benefits are added to your current EBT card, the P-EBT benefits will be expended first.

Q: How do I know I received the right amount?

A: Please refer to the chart below for benefits amounts for each eligible child:

Free and Reduced-Price School Meal Program Eligibility Date	P-EBT Benefit Amount
Prior to April 1st	\$313.50
April 1 - April 30	\$245.10
May 1 - May 29	\$119.70

Please call 1-833-311-0321 if you have questions about your benefit amount.

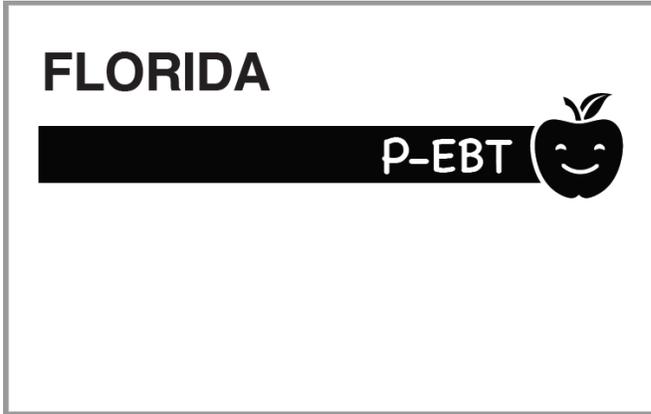
Q: How do I request a replacement card?

A: If you have received a P-EBT card and need to replace it, you can call 1-888-356-3281 and press “Option 2” to report your P-EBT card as lost, stolen, damaged, or if you did not receive your P-EBT card. Please note, if you have already scanned the QR code on the card carrier and downloaded the EBT APP, your P-EBT card can be reported as lost, stolen, or damaged through the app.

Q: What will the new P-EBT card look like?

A: The P-EBT cards are mailed in a plain white envelope with a return address stating “Florida P-EBT”.

Front of the P-EBT card



Back of the P-EBT card



Q: How do I know if my child attends a Community Eligible Provision (CEP) or Provision 1 school?

A: Please visit the Department of Agriculture and Consumer Services website for more information on CEP or Provision 1 schools, including a list of eligible schools.

<https://www.fdacs.gov/content/download/91895/file/list-of-schools-participating-in-national-school-lunch-program.xlsx>