

# Urgent Bulletin

Arizona Department of Economic Security  
Arizona Health Care Cost Containment System

## Questions about School P-EBT

04/22/2021

This Urgent Bulletin is being issued to inform staff how to assist the participant when asked why they did not receive P-EBT benefits.

The information used to issue P-EBT school benefits was provided to FAA by the Arizona Department of Education (ADE). P-EBT payments could only be paid to the schools that have reported a learning model to ADE. As of 04/14/2021, less than 60% of the schools had reported their learning model; therefore, there is a high potential that there will be phone calls asking about P-EBT payments.

When asked why P-EBT payments were not received, complete the following:

- Confirm with the participant they have applied for the National School Lunch Program (NSLP) for their child.

When the child is not enrolled in NSLP, the child is not eligible for P-EBT benefits. Advise the participant to apply for NSLP at the child's school for the remainder of the school year. If eligible, the participant may be eligible to receive P-EBT benefits for ongoing months. No additional research is needed.

- Review the [Learning Model for P-EBT Payments by School](#) report to identify the child's school is listed on the report.

When the child's school is not listed on the report, the school may not participate with the NSLP or the school may be listed under a different name on the report. Advise the participant to contact the child's school to find more information. No additional research is needed.

- Confirm the child's school listed on the Learning Model for P-EBT Payments by School report has provided a learning model in the paid month. (Unpaid months are shaded.)

When the space under a paid month is blank next to the child's school on the report, the school has not provided a learning model. Advise the participant to contact the child's school to find out when they plan to provide the learning model information. Let the participant know that payment of prior issued months occurs during the next scheduled P-EBT payment date after the school reports the learning model. (See [des.az.gov/p-ebt-benefit-information](https://des.az.gov/p-ebt-benefit-information) for the benefit issuance schedule.) The Learning Model for P-EBT Payments by School report is updated with each payment. No additional research is needed.

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- Review the child's cases in AZTECS (NA, CA, and P-EBT) to see whether benefits were placed on their EBT or P-EBT card. (See [What's Changed on 04/19/2021](#) for instructions). Note that each child must be reviewed because each child may have their own P-EBT case.

The participant may be calling because they expected the P-EBT benefits on their NA or CA EBT card. However, the child's information provided by ADE may not have been enough information to connect the child with the NA or CA case; therefore, causing a P-EBT case to be created and a P-EBT card to be issued. When the P-EBT benefits were placed on a P-EBT card, inform the participant this occurred and the additional information mentioned in the [Urgent Bulletin emailed on 04/19/2021](#) about P-EBT cards. No additional research is needed.

- When the participant's question cannot be answered based on the scenarios above, inform the participant that the question must be elevated.

Send the following via email to the P-EBT contact email address: (The P-EBT contact email address is for internal use only and available on the FAA Systems Informational Bulletin emailed on 04/21/2021.)

- Participant's full name
- Child's full name
- Cases found for the child
- Question being asked by the participant
- Telephone number for the participant

For up-to-date information about P-EBT, please see [des.az.gov/p-ebt](https://des.az.gov/p-ebt).

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at [FAAPolicyMgmt@azdes.gov](mailto:FAAPolicyMgmt@azdes.gov) with any questions or concerns regarding this broadcast.

**Please consider the environment before printing this broadcast.**

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