

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

P-EBT Questions or Concerns

04/28/2020

Program Impact: none

This Urgent Bulletin is being issued to inform staff how to answer questions regarding the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT). A dedicated P-EBT telephone number is being established to assist callers with P-EBT questions. Once the number is available, staff will be informed. **Do not contact or refer customers to the Arizona Department of Education (ADE).**

The P-EBT benefits are being distributed in phases. The first phase, which started 04/23/2020, is currently distributing P-EBT benefits to households in open NA or CA cases where the ADE list matched AZTECS case information. In mid-May, P-EBT cards will be issued for the households that could not be matched in AZTECS.

When a customer is looking for P-EBT benefits on their EBT card, review the last name of the cardholder. Inform customers that the P-EBT benefits are being added to EBT cards similar to the NA issuance based on the cardholders last name starting 04/23/2020. The P-EBT benefits will be added to the EBT cards through 05/05/2020. (See <https://des.az.gov/p-ebt> for exact dates) In the event the customer does not receive the P-EBT benefits in the first phase, they may receive them in the second or third phase.

When P-EBT benefits were received for fewer children than the P-EBT customer expected, complete the following:

- Inform the customer they may receive a P-EBT card during the second phase in mid-May because the ADE data may not have matched with the AZTECS case information.
- Inform the customer, if they do not receive benefits on a P-EBT card that an online form will be available shortly which will allow the customer to enter any missing information that was not received on the list from the ADE. **Do not contact the ADE or refer the customer to the ADE to fix data information.**
- Inform the customer to watch social media and press releases to find when the online form is available.

Be aware, there is no appeal process currently for P-EBT benefits. Additional information will be available once the third phase is ready.

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