

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

P-EBT Second Phase

05/11/2020

Program Impact: none

This Urgent Bulletin is being issued to inform staff that the second phase of P-EBT benefits starts on 05/12/2020.

As mentioned in the [Urgent Bulletin](#) emailed on 04/23/2020, Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT) benefits are being issued in phases. The Arizona Department of Education (ADE) provided FAA with a list of children currently enrolled in the school meals program. The first phase completed on 05/05/2020. Provided there is a valid address and guardian/parent on the ADE list, the second phase completes the following for each ADE guardian/parent of record for the remaining children starting 05/12/2020:

- A P-EBT case is created in AZTECS. (For more information on P-EBT cases, see the section below named Important Reminder about P-EBT Cases and How to Identify P-EBT Cases in AZTECS.)
- A P-EBT card, which is a generic white card with 'P-EBT' printed on it, is mailed.
- The Arizona P-EBT Pandemic School Meal Replacement Program (X020) notice is mailed.

Due to the massive number of P-EBT cards being issued, the P-EBT cards will be issued in batches starting 05/12/2020. The P-EBT benefits for 03/2020 through 05/2020 will be added to the P-EBT cards over 13 calendar days based on the first letter of the guardian/parent's last name starting on 05/12/2020. (See <https://des.az.gov/p-ebt> for P-EBT benefit issuance dates and amounts.) The guardian/parent must activate the P-EBT card by selecting a Personal Identification Number (PIN) to access the benefits. Instructions on how to activate the P-EBT card are on the X020 notice.

Note It is possible the customer will receive the P-EBT card before the benefits are added to the card or before they receive the X020 notice. Also, P-EBT cards are not available in FAA offices.

When a Customer has Questions about P-EBT

A special P-EBT Customer Service Hotline has been created to direct P-EBT questions to Conduent staff. The P-EBT Customer Service Hotline at 1 (844) 841-3802 is available Monday - Friday, 7:00 a.m. to 5:30 p.m. excluding holidays. When a customer has questions about the P-EBT program, refer them to the <https://des.az.gov/p-ebt> webpage and the P-EBT Customer Service Hotline.

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IMPORTANT REMINDER Do not contact or refer customers to ADE

Restaurant Meals Program and P-EBT

It has been clarified that the P-EBT card can be used for the Restaurant Meals Program provided all of the children receiving P-EBT benefits in the P-EBT case are homeless or have a disability. When the ADE list of information identifies the household is homeless, the P-EBT card is set up to be used for the Restaurant Meals Program. When P-EBT customers feel they are eligible for the Restaurant Meals Program, but are unable to use their P-EBT card at [participating restaurants](#), they must call the P-EBT Customer Service Hotline to have the card set up.

Important Reminder about P-EBT Cases and How to Identify P-EBT Cases in AZTECS

Do not use P-EBT cases when adding Cash Assistance (CA) or Nutrition Assistance (NA) applications. P-EBT case status on CLPR will show as denied (DE) and cannot be reopened on REPT in AZTECS.

P-EBT cases are identified in AZTECS as follows:

- Site Code 940 Unit 9 on CAP1

SITE CODE: 940 UNIT: 9

- *PEB in the SCREEN ID field on ACHI

042220 14:10:59 ADD *PEB 0320 FS 940

- The PE Referral Source Code in the FS REF SRCE field on CAP2 next to each child receiving P-EBT benefits

**REF SRCE
AF FS MA**

**PE
PE**

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- CADO displays, "Pandemic School Meal Replacement (P-EBT) - Please refer client to 1-844-841-3802 for assistance with address changes and card replacements. Do not use this case for any other purpose. See FSBH household type = *PEBT"

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050820 *PEB      :  
PANDEMIC SCHOOL MEAL REPLACEMENT (P-EBT) - PLEASE REFER CLIENT TO  
1-844-841-3802 FOR ASSISTANCE WITH ADDRESS CHANGES AND CARD REPLACEMENTS. DO  
NOT USE THIS CASE FOR ANY OTHER PURPOSE.  
SEE FSBH HOUSEHOLD TYPE = *PEBT
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- NOHS displays the auto generated X020 notice

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          BEN   MAIL   NOTICE          PRINT  
VIEW DEL PGM MONTH DATE NUMBER NOTICE TITLE LANG  
-      FS   0520          X020  P-EBT NOTICE
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Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at FAAPolicyMgmt@azdes.gov with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

(20-0642C)