

Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

P-EBT Third Phase and P-EBT Online Application

06/15/2020

Program Impact: none

This Urgent Bulletin is being issued to inform staff that the third phase of issuing the Arizona P-EBT Pandemic School Meal Replacement Benefits Program (P-EBT) benefits and the P-EBT online application starts on 06/15/2020 and will close 07/10/2020.

Customers who have not received P-EBT benefits are to go to the Pandemic EBT Portal to fill out the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form. A link to the Pandemic EBT Portal is found at <https://des.az.gov/p-ebt>.

When the child was attending a school that participates in the the National School Lunch Program (NSLP) but was not enrolled in the NSLP when schools closed, after completion of the online form the customer is prompted to apply for P-EBT benefits using the P-EBT online application. The P-EBT online application is being provided to help children receive P-EBT benefits when they were not enrolled in the NSLP when schools closed but their household was financially eligible for the program before the end of the school year.

Third Phase

As mentioned in the [Urgent Bulletin](#) emailed on 04/23/2020, 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 NSLP prior to the school closure. However, some of the data provided was not complete. P-EBT benefits were not able to be distributed when the data did not include one or more of the following:

- A guardian/parent name
- A valid mailing or home address

Effective 06/15/2020 through 07/10/2020, the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form is available in the Pandemic EBT Portal to allow the guardian/parent to provide information missing from the ADE data. Once the missing information is provided using the online form, the following occurs:

- A P-EBT card is mailed, when needed, to the address provided
- P-EBT benefits are added to the P-EBT card

The link to the Pandemic EBT Portal is found on the P-EBT webpage at <https://des.az.gov/p-ebt>.

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P-EBT Online Application

Since the schools were closed during the public health emergency, there was no way for a guardian/parent to apply for the NSLP to receive P-EBT benefits. A child may be eligible to receive P-EBT benefits when the household income was below the NSLP eligibility income level, or the household income reduced below the NSLP eligibility income level, on or after 03/16/2020. The child must have been attending a school participating in the NSLP when schools closed due to the public health emergency.

Note The customer must enter the household income into the P-EBT online application. The application informs the customer whether they are eligible for P-EBT benefits when the household income is compared to the NSLP eligibility income limits.

Effective 06/15/2020 through 07/10/2020, customers with children who were not participating in the NSLP on 03/16/2020 may apply for P-EBT benefits using the Pandemic EBT Portal. The link to the Pandemic EBT Portal is found on the P-EBT webpage at <https://des.az.gov/p-ebt>.

The guardian/parent of the child must complete the Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form with their name, address, child's name, child's date of birth, and the child's school information (i.e. the school participating in the NSLP). The system checks that the child was enrolled in the selected school on 03/16/2020 and checks for NSLP enrollment. Once the system identifies the child was enrolled in the selected school and was not enrolled in the NSLP, the guardian/parent is prompted to complete the P-EBT online application. The P-EBT online application asks questions regarding the household income and whether any changes to the income occurred during the school closure.

When the household income meets the NSLP eligibility income, the guardian/parent will be informed at the end of the application that the child is eligible for P-EBT benefits, will receive a P-EBT card when needed, and will receive P-EBT benefits on the P-EBT card.

When the household's income was met on 03/16/2020, the child is eligible to receive the full month of P-EBT benefits for March, April, and May. (For monthly amounts see the [P-EBT webpage](#).) When the household's income was reduced below the NSLP eligibility income limit after 03/16/2020, the child is eligible to receive the full month of P-EBT benefits in the month the income reduced through May 2020. For example, if the household's income was reduced below the NSLP eligibility limit on 03/30/2020, the child will receive the full monthly amount of P-EBT benefits for March, April, and May. However, if the household's income was reduced on 05/05/2020, the child is only eligible to receive the full monthly amount of P-EBT benefits for May.

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When a Customer has Questions about P-EBT

Many P-EBT questions are answered on the P-EBT webpage at <https://des.az.gov/p-ebt>.

Refer P-EBT customers to the P-EBT Customer Service Hotline at 1 (844) 841-3802 to assist with any of the following:

- The Request for Arizona P-EBT Pandemic School Meal Replacement Benefits online form
- The P-EBT online application
- Understanding why they did not receive P-EBT benefits
- Address change is needed
- A replacement P-EBT card is needed

The P-EBT Customer Service Hotline is available Monday - Friday, 7:00 a.m. to 5:30 p.m. excluding holidays.

IMPORTANT REMINDER - Do not contact or refer customers to ADE.

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.

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