

Dear SNP Sponsor:

First and foremost, DFN staff wants to thank all sponsors for their continued work and assistance throughout this pandemic, especially with the heavy lift of implementing the valuable PA Pandemic Electronic Benefit Transfer (P-EBT) program for our state's children.

As everyone may be aware, the P-EBT program has been in full swing over the last few months. Student records have and continue to be processed by the Commonwealth's vendor, and families are receiving their benefits. All benefits will be processed and mailed by the end of July.

PDE has been fielding hundreds, if not thousands, of emails and phone calls. We are also aware that sponsors are assisting families as benefits are received. Below are some general questions and resources that can assist the sponsor in assisting families with their questions.

Guidance and Resources for assisting parents with P-EBT questions.

Q: What can a school do to help with inquiries from families prior to redirecting the family?

A: The following questions should be asked, confirmed, or known:

- Was the student free/reduced;
- Was the student on the file that was remitted to PDE or obtained by PDE from PrimeroEdge;
- Did the student move during COVID closures;
- Is the date of birth accurate;
- Is the address accurate; and
- Is the guardian information accurate?

Q: How can families check card balances?

A: 1-888-328-7366 or [www.connectebt.com](http://www.connectebt.com)

Q: How can a family request a replacement card due to a lost or damaged card?

A: Parent should complete the P-EBT Inquiry Form at <https://www.emergencymealsurvey.com/>

Q: What should a family do if they believe they should have received a benefit and did not.

A: All benefits will be processed and mailed by the end of July. If a parent believes they should have received a card and has not after July 31<sup>st</sup>, have the parent complete the P-EBT Inquiry Form at <https://www.emergencymealsurvey.com/>

Q: Who can assist parents that are having issues with the card's PIN?

A: Parents should email [RA-PWPEBTQuestions@pa.gov](mailto:RA-PWPEBTQuestions@pa.gov) for assistance.

Q: Where does one obtain additional information on P-EBT (How much will the household receive, information for pinning P-EBT cards, and much more)?

A: <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Pandemic-EBT.aspx>

Q: Where should sponsor's submit their questions or requests for additional assistance/guidance regarding P-EBT data collection?

A: [RA-EDCOVID19PEBT@pa.gov](mailto:RA-EDCOVID19PEBT@pa.gov) (Sponsors ONLY – do not provide this resource to the general public)