



2021 – 2022 School Year P-EBT FAQ – For Parents

1. Who should I contact if I have a question about my student's P-EBT issuance?

- a. Parents should contact their student's school. Parents should not contact FSSA/Division of Family Resources regarding P-EBT issuance, as the agency cannot aid in data issues for individual student records.

2. How do I know if my student is eligible to receive P-EBT benefits?

- a. A student is eligible for P-EBT benefits if they meet the following criteria:
 - i. The student attends a school that participates in the National School Lunch Program, or School Breakfast Program, **AND** the student qualifies for free or reduced meals through one of these programs.
 - ii. The Student must have been out of school for one or more of the reasons below:
 1. The school was closed for one or more days due to the PHE, delayed opening by one or more days, or offered a hybrid mode
 2. The student in question missed one or more **in-person** school days due to Covid-related remote learning, quarantine, Covid illness, or Covid related school closure.
- b. P-EBT Virtual Program Eligibility:
 - i. If a virtual program is accredited as a virtual school by the Department, and therefore is not considered a NSLP participating school, students enrolled in that school are NOT eligible for PEBT.
 - ii. Students who are in a virtual school program that is not accredited by the Department of Education and participate in the program separately from their enrolled school are NOT eligible for PEBT.

3. How long will this benefit be available?

- a. As of July 2021, there is no set end date for this benefit.

4. I lost or never received my P-EBT benefits card. What can I do?

- a. Please submit the Address Change and Card Replacement form near the bottom of the P-EBT page on the FSSA Website: <https://www.in.gov/fssa/dfr/dfr-policy-changes-and-actions/pandemic-ebt/>
 - i. Alternatively, parents can navigate to this page by visiting **in.gov/fssa** then select the P-EBT link on this page. The required form can be found near the bottom of this page.
- b. Submitting this form will trigger a re-send of your benefits card. The lost card will be frozen and its funds transferred to the new card. Please note that you should allow



several weeks for a replacement card.

5. How often will I receive benefits for my student?

- a. Benefits will be calculated and distributed quarterly, beginning in November 2021.
- b. Note that if you have an existing P-EBT card, it will be reloaded with new funds when new benefits are distributed. Please keep your card(s), even if empty.

6. Do I need to notify FSSA of an address change to receive P-EBT benefits?

- a. Parents should ensure their address is up to date with their school, as this will be used to send first-time cards. Existing cards will be reloaded when necessary, but first-time P-EBT card issuance will be sent to the address on file with schools.
- b. If parents lost an existing card and want to request a replacement, they should refer to the form in question 4 to submit an address change.