

Pandemic EBT Questions and Answers

Here are the 10 questions Pandemic EBT and answers (from DHS) that go beyond the DHS guide attached.

Q1- Will any of our local news/media outlets provide information on how to participate?

A1- DHS has released this information via several different outlets. P- EBT benefits will automatically go to families with children that received free or reduced meals before March 13th. For parents that have had an address change, they will need to provide their new address to DHS by calling our customer assistance or emailing us by June 15th.

Q2- Is P-EBT being called Pandemic SNAP in Arkansas (the flyer reads Pandemic SNAP)?

A2- They are the same thing.

Q3 - For existing SNAP recipients, with a child younger than 5 and/or older than 18 who get free or reduced-price meals how will they get P-EBT funds for them?

A3 - If their information was forwarded to us from the AR Department of Education, then they are eligible.

Q4 - For new SNAP applications, how will the P-EBT payments be disbursed?

A4 - If a family has not received their SNAP EBT card by the time the P-EBT benefits are disbursed, their P-EBT benefits will get a separate card.

Q5 - For non-SNAP recipients, will their card look like the SNAP EBT card used by SNAP recipients?

A5 - No, their P-EBT benefits it will be a plain white card.

Q6) Will getting P-EBT to affect one's ability to get any other benefits?

A6) No.

Q7 - Will children attending a Head Start or pre-K program that participate in the National School Lunch Program get P-EBT benefits?

A7 - If the ADE provided their information to us, then they will get the P-EBT benefit.

Q8 - Does the envelope containing the P-EBT card include the customer service phone number?

A8 – Yes.

Q9 - Will the envelope containing the P-EBT card be addressed to the parent or child?

A9 – The child.

Q10 - For families with multiple children, how will the P-EBT card be disbursed?

A10 - Each child will get their card, but the parents/ /guardians can use it.