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SECRETARY OF PUBLIC EDUCATION

MICHELLE LUJAN GRISHAM
GOVERNOR

March 10, 2021

MEMORANDUM

TO: School Superintendents, Charter School Directors, Business Managers, School Boards, Governing Councils and Regional Education Cooperatives

FROM: Michael Chavez, Director | Student Success and Wellness Bureau

RE: P-EBT Issuance for Missed School Meals Due to COVID

Families of about 14,000 New Mexico students will receive retroactive benefits starting the week of March 14 to cover the cost of free and reduced-price school meals their children missed in August and September due to the COVID-19 pandemic. Benefits for missed school meals in October and November will be distributed in April.

It is important that families understand that these Pandemic Electronic Benefit Transfers (P-EBT) will cover only meals an eligible student missed under these conditions:

- The student missed at least five straight days of school.
- The absences were due to COVID-19 -- either the student tested positive or the student was a close contact to a student who tested positive.
- The absences were due to the student's district/school being shut down due to positive COVID cases.

The Human Services Department first issued benefits under these eligibility rules in January to cover meals K-12 students missed in April and May 2021 after schools returned to in-person learning. Prior to April 2021, every child who was eligible for a free or reduced price lunch received the benefit because most schools were in remote learning. After they reopened in April, only students with qualifying absences were eligible.

Benefits since April 2021 are allocated based on attendance data reported by schools to the Public Education Department through the STARS system. Some schools and districts did not collect or report the required attendance data last spring, and that impacted the late January issuance of benefits for April and May 2021. Since the start of the 2021-22 school year, STARS has been updated to collect the required data. **It is imperative that schools and districts record student absences in the STARS system and whether absences were related to COVID to assure that families receive every benefit for which they are eligible.**

New Mexico's Human Services and Public Education departments worked closely to identify eligible students and manage and distribute the benefits.

The P-EBT program was authorized by the federal Families First Coronavirus Response Act to provide assistance to families with children who are eligible for free or reduced-price school meals.

The Human Services Department has two hotlines for individuals to inquire about the status of their P-EBT benefits. The Human Services Department P-EBT Hotline at 1-833-415-0569 or they can call the Customer Service Center is 1-800-283-4465. Individuals can also email and reach out by email at: hsd.pebt@state.nm.us.



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
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NEWS RELEASE

Contact: Jodi McGinnis Porter
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March 11, 2022

New Mexico to deliver over \$1 million in food assistance *Benefits allocated for 14,250 school students*

SANTA FE – Families of about 14,250 New Mexico students will receive benefits on March 14, to reimburse them for free and reduced-price school meals missed due to COVID-related absences.

Approximately, \$1,083,694 in Pandemic Electronic Benefit Transfer (P-EBT) will be issued to cover meals that K-12 students missed last year in August and September, after schools returned to in-person learning.

The federal government adjusted the guidelines for receiving P-EBT benefits when schools returned to in-person learning in April, resulting in fewer benefits. Previously, allocations were based solely on eligibility for free and reduced lunches, but the return to in-person learning now requires the additional consideration of individual student attendance records to determine that an absence was related to COVID-19.

Some districts and schools weren't collecting cause-of-absence data last spring, but the Public Education Department updated its data collection system for the current school year to assure every eligible student receives P-EBT for qualified absences.

To offset any potential inconsistencies in reporting, New Mexico's Human Services and Public Education Departments continue to work closely to identify eligible students, manage and distribute the benefits.

Under the new guidelines, a student is eligible for school aged P-EBT if they were eligible for free or reduced-price meals through the National School Lunch Program **and** missed school for five (5) consecutive days or more due to COVID. Each school and school district is responsible for keeping track of student absences, and every student's COVID-related absence must have been reported by the school to the Public Education Department, in order for the child to be eligible for P-EBT. This includes:

- Missing school if the student tested positive for COVID and/or was in close contact with a student who tested positive and quarantined.
- If the student's district/school was shut down due to positive COVID cases.

For each day a child does not attend school in person due to COVID, the daily rate is \$7.10, an increase from \$6.82, which was issued for the 2020-2021 school year. Beginning, March 18, 2022, parents and guardians will be able to check whether their child qualified for the latest P-EBT issuance at VERIFY PEBT Information:

<https://www.yes.state.nm.us/yesnm/pandemic/pebt?execution=e1s1>

If your child has a P-EBT card, please keep the card and do not destroy it. If a new address or guardian was reported to the school, a new P-EBT card will be sent to the new address. For questions regarding your child's P-EBT card, you can contact NM PEBT Hotline directly at 1-833-415-0569.

For frequently asked questions, please visit: [Help Feed Your Children with Pandemic EBT | New Mexico Human Services Department \(state.nm.us\)](#)

The Human Services Department provides services and benefits to 1,091,026 New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

We talk, interpret and smile in all languages. We provide written information to our customers in both English and Spanish and interpretation services are available in 58 languages through our provider, [CTS Language Link](#). For our hearing, and speech impaired customers, we utilize [Relay New Mexico](#), a free 24-hour service that ensures equal communication access via the telephone to individuals who are deaf, hard of hearing, deaf-blind or speech disabled.

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CHILDCARE PANDEMIC EBT (P-EBT)



VERSION DATE 01 / 12 / 2022

UPDATES AND ADDITIONS WILL BY HIGHLIGHTED

Questions and Answers will be updated as new information is received	
Question	Answer
What is the P-EBT Childcare issuance?	<p>The P-EBT Childcare issuance is for children who were a member of a household that received Supplemental Nutrition Assistance Program (SNAP) at any time since October 1, 2020, under the age of 6 and *enrolled in a childcare center as defined by Food and Nutrition Services (FNS).</p> <p><i>*FNS considers all children ages 5 and under in some sort of childcare when considering eligibility for P-EBT. This includes those that are not enrolled in a certified child care facility. For example, being cared for by family and/or friends.</i></p>
What are the eligibility requirements for P-EBT Childcare from October 2020-May 2021?	<p>To be eligible, the child must meet all these criteria:</p> <ol style="list-style-type: none"> 1. Be under 6 years of age 2. Received SNAP benefits during the timeframe of October 2020 – May 2021 <ul style="list-style-type: none"> • Must receive SNAP in the month to be eligible for P-EBT. Each month is looked at for eligibility. 3. Reside in a county with a school or childcare center that was closed due to COVID-19
What are the eligibility requirements for P-EBT Childcare for June, July and August 2021?	<p>To be eligible, the child must meet all these criteria:</p> <ol style="list-style-type: none"> 1. Be under 6 years of age 2. Received active SNAP in the last month of the school year 3. Out of this population, the State identified those children who remained active on SNAP during the summer period which is June, July and August 2021. <p>For any of these children that were identified in 1-3, the State will issue a one-time payment of \$375.</p>
What is the difference between the P-EBT that was previously issued and the P-EBT Childcare issuance?	<p>Previously for school year 2019-2020 and 2020-2021 all school aged children that were eligible for free or reduced lunch through the National School Lunch Program (NSLP) were eligible for P-EBT. The newest P-EBT that is being issued on October 24, 2021 is for children 5 and younger on SNAP and enrolled in a childcare center as defined by Food and Nutrition Services (FNS).</p>
What months will my child receive	<p>The P-EBT Childcare issuance is approved for children 5 and younger for only the months that they received SNAP benefits any time between October 1, 2020 through August 2021. There</p>

<i>the P-EBT Childcare issuance for?</i>	are later issuances that will occur for September 2021 ongoing. Dates and eligibility requirements are still being determined.
<i>If my child is not on SNAP but is 5 or younger and in childcare will they be eligible for the P-EBT Childcare issuance?</i>	No, your child must have received SNAP in any of the months between October 1, 2020 through August 2021 to receive P-EBT.
<i>How much will my child receive for the P-EBT Childcare issuance?</i>	The issuance depends on the physical address for the child's SNAP household and the child's county of residence. The average days of remote learning for the county's school district are the number of days the child will be eligible for benefits. The amount is \$6.82 per day per child. Link to see how many days for each county and month located here.
<i>When will the P-EBT Childcare issuance occur for months October 2020 through May 2021?</i>	For June, July and August (Summer 2021) issuance, there will be a one time payment of \$375. 10/24/2021.
<i>Will my child receive an EBT card if eligible for the P-EBT Childcare issuance?</i>	HSD will issue new P-EBT cards only to those children eligible for the P-EBT Childcare Assistance and who do not already have an older sibling on the school aged P-EBT with the same address and guardian. If there are more than one child ages 0 through 5 in a household, the card will be mailed to the oldest child and all the eligible benefits will go onto that card. In case your child continues to qualify for P-EBT Childcare, keep your child's P-EBT card. Do not destroy.
<i>My child was 5 and younger, on SNAP but only was eligible for months from October 1, 2020 through March 2021. Why did they not get for April and May 2021?</i>	For April and May there were no school closures in New Mexico, the eligibility was based off of childcare closures and what county they were located. There were only half of the counties in NM that had childcare closures during those months and your child must live in that county. Link here to see if the physical county you live in had closure for April and May.
<i>If I am the guardian to a child that is eligible for the P-EBT Childcare issuance but not on the SNAP case, can I change the</i>	No, only the adults listed on the SNAP case where the child is active can change the address to receive a lost P-EBT card or to inquire about the case.

<i>address to receive a lost P-EBT card or inquire about the case?</i>	
<i>Where can I use P-EBT?</i>	Use it the same as SNAP benefits. This benefit is used to purchase SNAP-eligible foods. These are sold at hundreds of grocers across the country. They are at convenience stores. They are at farmer’s markets. They are at other businesses that take SNAP. You can also use your card where you see the Quest logo. You can search for retailers that take SNAP. Find them near you. Go to SNAP Retailer Locator (arcgis.com)
<i>Whom do I contact to see if my child is eligible for P-EBT Childcare?</i>	Call P-EBT Customer Service. Call 1-833-415-0569.
<i>How do I order a replacement P-EBT card through the FIS number?</i>	Call FIS Customer Service. Call 1-800-843-8303. <ul style="list-style-type: none"> • Press 2 for Spanish. • Prompt will ask for the 16-digit card number. • If replacing a card, you can press 2 right away. Or you can wait for the next voice prompt to direct you. This is if your card is lost, stolen, or damaged. This is if it needs to be replaced. • Once you press 2, you will be redirected to a customer service rep. They will confirm your identity. Once that is confirmed, your current card will be deactivated. They will order you a new card. That goes to the current address in the system. <ul style="list-style-type: none"> ○ If the client wants the card mailed to a new address, they will be directed back to the state to update the address. If directed back to the state, guardian must call P-EBT Customer Service at 1-833-415-0569
<i>Who can I call if I did not get a P-EBT card for the P-EBT Childcare issuance?</i>	Please call P-EBT Customer Service. Call 1-833-415-0569.
<i>What do I do if I only got funds for one child and not my other children for the P-EBT Childcare issuance?</i>	Call P-EBT Customer Service. Call 1-833-415-0569.
<i>How can I check the balance of my child’s P-EBT card?</i>	Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to http://www.ebtedge.com .
<i>What do I do if I need a replacement P-EBT card?</i>	Call FIS Customer Service. Call 1-800-843-8303.

What dates was the Childcare P-EBT issued?

You can find issuance dates for Childcare P-EBT [here](#).

Can I place a security code on my P-EBT card to protect my benefits?

Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.

SCHOOL AGED PANDEMIC EBT (P-EBT)



VERSION DATE 03/08/2022

UPDATES AND ADDITIONS WILL BE HIGHLIGHTED

****Questions and Answers will be updated as new information is received****

Question	Answer
Why am I getting School Aged P-EBT?	The P-EBT benefit was enacted with the Families First Coronavirus Response Act. Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19.
What is School Aged P-EBT for?	The P-EBT benefit supplements the free or reduced-priced meals your child would get if their school were not closed due to the COVID-19 pandemic.
What school year is this benefit for?	For school year 2019–2020, P-EBT benefits were issued for the months of March to June 2020. For school year 2020–2021, P-EBT benefits were issued for the months of August 2020 to Summer 2021. For school year 2021-2022, P-EBT benefits will be issued for August 2021 to June 2022.
When were the P-EBT issuances for School Aged Students?	For current years school aged P-EBT Issuances see below: 10/2020-11/2020 – Issuance 2/27/2021 12/2020-01/2021 – Issuance 3/27/2021 02/2021-03/2021 – Issuance 05/05/2021 04/2021-05/2021 – Issuance 01/23/2022 Summer 2021 – Issuance 08/08/2021 08/2021-09/2021 – Issuance 03/14/2021 October 2021-June 2022 – Issuance dates to be determined.
How can I get this benefit?	Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19. This includes: <ul style="list-style-type: none"> • Missing school if the student test positive for COVID and or in close contact with a student who test positive and were quarantined. • The student also qualifies if the student’s district/school was shut down due to positive COVID cases.
How much will the benefit be for?	The benefit amount will vary from child to child. It is calculated at \$7.10 per day for each day the student missed school due to COVID-19 reasons. Note: for issuances that occurred in 2020 and 2021 school years, the daily rate was \$6.82.

<p>Where can I use P-EBT?</p>	<p>Use it the same as SNAP benefits. This benefit is used to purchase SNAP-eligible foods. These are sold at hundreds of grocers across the country. They are at convenience stores. They are at farmer’s markets. They are at other businesses that take SNAP. You can also use your card where you see the Quest logo. You can search for retailers that take SNAP. Find them near you. Go to https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4</p>
<p>Whom do I contact at my school to see if my child is eligible?</p>	<p>You can go online at https://www.yes.state.nm.us/yesnm/pandemic/pebt?execution=e1s1</p> <p>Or</p> <p>You can contact your school directly.</p>
<p>My child goes to a private school. He/she gets free meals. Can he/she get School Aged P-EBT?</p>	<p>Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19.</p>
<p>Can children who are homeschooled get School Aged P-EBT?</p>	<p>Only children in National School Lunch Program (NSLP) schools can get School Aged P-EBT. That means they must go to a school in NSLP and be eligible.</p>
<p>Can I still pick up meals from my kid’s school while I have P-EBT?</p>	<p>Yes</p>
<p>My child is not a citizen but gets free or reduced-price meals. Can they get School Aged P-EBT?</p>	<p>As long as a child would get free or reduced-price school meals through NSLP and missed 5 or more consecutive days of school due to COVID-19, they can get School Aged P-EBT. Their immigration status does not matter. School Aged P-EBT does not fall under Public Charge.</p>
<p>Will this impact me becoming a citizen?</p>	<p>P-EBT does not fall under Public Charge.</p>
<p>How are P-EBT cards issued? How are P-EBT benefits issued?</p>	<p>If you have a P-EBT card, the funds will go on the card. That means the card you got before. A new P-EBT card is issued for every distinct combination of address and guardian name. Kids in different families with the same guardian name will get benefits on a single card. This is because the address is the same. In case your child continues to qualify for school aged P-EBT, keep your child’s P-EBT card. Do not destroy.</p>
<p>What if I have more than one child? Will I get more than one P-EBT card?</p>	<p>Most households will get one card. It will be issued in the eldest child’s name. It will include P-EBT benefits for all eligible children within the household. But this depends on the address. It also depends on guardian information on file with your child’s school. You might get more than one card. If you have questions about this, call 1-833-415-0569.</p>
<p>I have my child. Someone else got the School Aged</p>	<p>The School Aged P-EBT benefits are issued based on what your school district has on file for your child. If you did not get the benefit, please contact your school directly to see if your child’s</p>

<p>P-EBT benefit. Why? What can I do to get the benefit?</p>	<p>absences due to COVID were reported and if they were eligible for Free or Reduced Lunch through the National School Lunch Program.</p>
<p>Why did I not get a card for my child? I know they are eligible.</p>	<p>Please call P-EBT Customer Service. They can check your child’s information. Call 1-833-415-0569. Here are some possible reasons:</p> <ul style="list-style-type: none"> • Benefits may have been paid to the eldest sibling’s card. • The card may have been mailed to another listed guardian’s address. That address would be from the school. If so, please work with that party to get your child’s benefits. • Benefits may have gone to a child outside of your household. This is if the school had your child listed as living at that address. That address had other eligible kids. If this is the case, please work with that party to get your child’s benefits. <ul style="list-style-type: none"> ○ We cannot separate a benefit that has already been paid out. ○ Benefits cannot be paid retroactively. <p>***For School Aged P-EBT, benefit is paid based on information the school has for the child. If that has changed, then the info needs to be updated with the school.***</p>
<p>Does the P-EBT card expire?</p>	<p>P-EBT benefits will be expunged after no activity within 274 days of the initial date of benefit activity. Once expunged, the child loses all rights to expunged benefits. This is automatic. Do not throw away your card. If your child is eligible for P-EBT, the benefits will go on that card.</p>
<p>If I do not use the P-EBT card, do I send it back to HSD?</p>	<p>The P-EBT benefit will stay on the card for 274 days. You do not have to use it all at once. If you do not use it, the benefit will be recouped for lack of use after 274 days. This is automatic.</p>
<p>I got a P-EBT card, but I do not need it. Can I give it to a family who does?</p>	<p>The P-EBT card is a benefit for the family. Your child’s benefits can be used for all other members in your household. The card and benefits cannot be transferred to another family or household. The P-EBT benefit will stay on the card for 274 days. If you do not use the benefit, it will be recouped for lack of use. This is automatic.</p>
<p>I have never activated an EBT card. What steps do I take?</p>	<p>Follow these steps: When the household gets its P-EBT card, call FIS at 1-800-843-8303 to create a PIN. You must do this before the card can be used. The phone number is located on the back of the P-EBT card. During the call, you will be asked for the following:</p> <ul style="list-style-type: none"> • 16-digit EBT card number • Primary account holders date of birth to be entered as MM/DD/YYYY <ul style="list-style-type: none"> • Note: Spanish speakers enter DD/MM/YYYY • Primary account holders 5-digit zip code • Requested 4-digit PIN • Confirmation of the 4-digit PIN <p>Once this is done, the card will be active. The PIN is set. The card can be used right away.</p>
<p>When setting up the P-EBT card, what do I do if the zip code does not work? What do I do if the zip code is different?</p>	<p>Please call P-EBT Customer Service. Call 1-833-415-0569.</p>
<p>When setting up the P-EBT card, what do I do if the</p>	<p>Please call P-EBT Customer Service. Call 1-833-415-0569.</p>

child's DOB is incorrect?	
Who can I call if I did not get a P-EBT card?	Call FIS Customer Service. Call 1-800-843-8303.
What do I do if I only got funds for one child and not my other children?	Your child can get School Aged P-EBT if they qualify for free or reduced-price school meals through the National School Lunch Program and missed school for 5 consecutive days due to COVID-19. If you feel your child is eligible, contact your child's school to see if their absences due to COVID were reported and if they were eligible for Free or Reduced Lunch through the National School Lunch Program.
How can I check the balance of my child's P-EBT card?	Call FIS Customer Service. Call 1-800-843-8303. Or check online. Go to http://www.ebtedge.com .
What do I do if I need a replacement P-EBT card?	Call FIS Customer Service. Call 1-800-843-8303.
How do I order a replacement card through the FIS number?	<p>Call FIS Customer Service. Call 1-800-843-8303.</p> <ul style="list-style-type: none"> • Press 2 for Spanish. • Prompt will ask for the 16-digit card number. • If replacing a card, you can press 2 right away. Or you can wait for the next voice prompt to direct you. This is if your card is lost, stolen, or damaged. This is if it needs to be replaced. • Once you press 2, you will be redirected to a customer service rep. They will confirm your identity. Once that is confirmed, your current card will be deactivated. They will order you a new card. That goes to the current address in the system. <ul style="list-style-type: none"> ○ If the client wants the card mailed to a new address, they will be directed back to the state to update the address.
My mailing address is different from the one used to register my children for school. How do I update this to get the P-EBT card?	<p>You will need to update your address with your child's school. Then you can contact the P-EBT Customer Service at 1-833-415-0569.</p> <p>For CCSC employees only: CCSC is responsible for Tier 1 calls for P-EBT information. If the P-EBT recipient calls CCSC prior to contacting the P-EBT hotline, the worker must answer all questions based on the P-EBT FAQ. Any questions they can't answer can be forwarded to the constituent services email. CCSC workers must help P-EBT recipients. They must give the client the P-EBT hotline number for future reference.</p>
The School Aged P-EBT card is under my child's name. Can I speak with Customer Service if I'm having issues with my card?	Yes. Because you are the child's guardian, your child's school, FIS and P-EBT Customer Service staff will work with you. They will try to address and alleviate any issues you may be having.
If a child's address and guardian changes	Yes. A new P-EBT card will be sent, only for those children that had the change in address and guardian.

<p><i>for School Aged - P-EBT, will a new P-EBT card be sent out?</i></p>	
<p><i>If the eldest sibling has aged out or graduated during school year, will a new P-EBT card be sent out for any remaining children in the household?</i></p>	<p>Yes. A new P-EBT card will be sent in the name of the next eldest child.</p>
<p><i>Why does my P-EBT card show as lost/stolen? I hear this when I call the 1-800 number. I called to check the status of my child's School Aged P-EBT benefits.</i></p>	<ul style="list-style-type: none"> • If a new or updated guardian and address were reported by the child's school, a new card was issued. It went to the new guardian. It went to the updated address. The original card will now have a lost/stolen or damaged status. • If the eldest child is 18 and graduates, a new card will go to the next eldest child in the household that gets P-EBT. The original card issued to the eldest child will have a lost/stolen or damaged status. <p>Other reasons can be checked with P-EBT Customer Service. Call 1-833-415-0569.</p>
<p><i>Can I place a security code on my P-EBT card to protect my benefits?</i></p>	<p>Yes. A security code may be placed on the card status to protect legal guardians, parents, or foster parents.</p>
<p><i>How are school absences due to COVID reported for school aged students?</i></p>	<p>Each District/School keeps track of each of these absences to report this data to the PED for P-EBT eligibility for the time the student did not have access to school breakfast or lunch during April 2021 ongoing. This data must have been reported by the school in order for the school aged child to be eligible.</p>

PANDEMIA-EBT (P-EBT)



FECHA DE LA VERSIÓN 25.01.2022

ACTUALIZACIONES EN AMARILLO

Las Preguntas y Respuestas se actualizarán a medida que se reciba más información	
Pregunta	Respuesta
¿Por qué recibo el beneficio de la edad escolar P-EBT?	El beneficio de la P-EBT se aprobó con la Ley Familias Primero de Respuesta al Coronavirus (Families First Coronavirus Response Act, FFCRA). Se suma a las comidas gratuitas o a precio reducido que su hijo recibiría si la escuela no estuviera cerrada debido a la pandemia de la COVID-19.
¿Para qué sirve el beneficio de la edad escolar P-EBT?	El beneficio de la P-EBT se suma a las comidas gratuitas o a precio reducido que su hijo recibiría si la escuela no estuviera cerrada, debido a la pandemia de la COVID-19.
¿Para qué año escolar es este beneficio?	Para el año escolar 2019-2020, se emitieron los beneficios P-EBT para los meses de marzo a junio de 2020. Para el año escolar 2020-2021, se emitieron los beneficios P-EBT para los meses de agosto 2021 a verano de 2021. Para el año escolar 2021-2022, aún no se han determinado los beneficios y fechas de la Transferencia Electrónica de Beneficios durante la Pandemia (P-EBT).
¿Qué puedo esperar obtener de la edad escolar P-EBT desde octubre en adelante?	El cronograma de emisión de en edad escolar P-EBT aplica a todos los estudiantes elegibles. Esto es independiente de la elegibilidad para el programa SNAP. El cronograma tentativo de emisión es: 10/2020-11/2020 – Emisión 27/02/2021 12/2020-01/2021 – Emisión 27/03/2021 02/2021-03/2021 – Emisión 05/05/2021 04/2021-05/2021 – Emisión 23/01/2022 Junio, julio y agosto – Emisión 08/08/2021
¿Cómo puedo obtener este beneficio?	Su hijo/a puede obtener beneficios de P-EBT para niños en edad escolar si califica para comidas escolares gratuitas o de precio reducido a través del Programa Nacional de Almuerzos Escolares (<i>National School Lunch Program</i>) y faltó la escuela durante 5 días consecutivos debido a la COVID-19. Esto incluye: <ul style="list-style-type: none">• Haber faltado a la escuela si el/la estudiante dio positivo por COVID y/o haber tenido contacto estrecho con un/a estudiante que dio positivo y haber estado en cuarentena.

	<ul style="list-style-type: none"> El/la estudiante también califica si se cerró el distrito o la escuela debido a casos positivos de COVID.
¿Cuál será el monto del beneficio?	El monto del beneficio variará para cada niño. Se calcula en USD 6.82 por día por cada día que el/la estudiante faltó a la escuela por razones relacionadas con la COVID-19.
¿Dónde puedo usar el beneficio de la P-EBT?	Utilícela de la misma forma que los beneficios SNAP. Este beneficio se usa para comprar alimentos elegibles del SNAP. Están a la venta en cientos de minoristas de alimentos a lo largo del país. Están disponibles en tiendas de almacén. Están disponibles en mercados agrícolas. Están disponibles en otros comercios que aceptan SNAP. También puede utilizar la tarjeta cuando vea el logo de Quest. Puede buscar minoristas que acepten SNAP. Encuentre uno cerca de usted. Visite https://usda-fns.maps.arcgis.com/apps/webappviewer/index.html?id=e1f3028b217344d78b324193b10375e4
¿A quién contacto en mi escuela para saber si mi hijo es elegible?	Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
Mi hijo/hija va a una escuela privada. Él/ella obtiene comidas gratis. ¿Puede obtener en edad escolar P-EBT?	Esto se determina caso por caso. Depende de la escuela. Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
¿Los niños que son educados en casa califican para en edad escolar P-EBT?	Solo los niños que están en las escuelas del Programa Nacional de Almuerzos Escolares (NSLP, por sus siglas en inglés) son elegibles para el en edad escolar P-EBT. Eso significa que deben asistir a una escuela que sea parte del NSLP.
¿Puedo seguir recogiendo las comidas de la escuela de mi hijo mientras tengo la P-EBT?	Sí
Mi hijo no es ciudadano, pero recibe comidas gratis o a precio reducido. ¿Puede obtener en edad escolar P-EBT?	Siempre que un niño reciba comidas escolares gratuitas o a precio reducido, puede recibir la en edad escolar P-EBT. Su estatus migratorio no importa. La en edad escolar P-EBT no se considera una Carga Pública.
¿Esto afecta mis posibilidades de obtener la ciudadanía?	La P-EBT no se considera una Carga Pública.
¿Cómo se emiten las tarjetas P-EBT? ¿Cómo se	Si tiene una tarjeta P-EBT, los beneficios se depositarán en esa tarjeta. Nos referimos a la tarjeta que recibió antes. Se emite una tarjeta P-EBT diferente para cada combinación distinta de dirección y nombre de tutor. Los niños en familias distintas con el mismo nombre de tutor recibirán los beneficios en una sola tarjeta. Eso se debe a que la dirección es la misma. En caso

emiten los beneficios P-EBT?	de que su hijo/a siga calificando para recibir P-EBT para niños en edad escolar, guarde la tarjeta de P-EBT de su hijo/a. No la destruya.
¿Qué sucede si tengo más de un hijo? ¿Recibiré más de una tarjeta P-EBT?	La mayoría de los hogares recibirán solo una tarjeta. Se emitirá a nombre del hijo mayor. Incluirá los beneficios P-EBT de todos los niños elegibles dentro del hogar. Pero depende de la dirección. También depende de la información del tutor registrada en la escuela de su hijo. Es posible que reciba más de una tarjeta. Si tiene preguntas sobre esto, llame al 1-833-415-0569.
Tengo un hijo. Alguien más recibió el beneficio de la edad escolar P-EBT. ¿Por qué? ¿Qué puedo hacer para obtener el beneficio?	Los beneficios de la edad escolar P-EBT se emiten según lo que su distrito escolar tiene registrado para su hijo. Si no recibió el beneficio, Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569. Puede verificar los datos de su hijo. Actualice los datos de su hijo en su escuela. De esa forma, su hijo puede tener su propia tarjeta. A futuro, podrán obtener sus propios beneficios.
¿Por qué no recibí una tarjeta por mi hijo? Sé que es elegible.	<p>Consulte al Centro de Atención al Cliente de P-EBT. Puede verificar los datos de su hijo. Llame al 1-833-415-0569. A continuación, indicamos algunas posibles razones:</p> <ul style="list-style-type: none"> • Es posible que se hayan depositado los beneficios en la tarjeta del hermano mayor. • Es posible que la tarjeta haya sido enviada a otra dirección registrada del tutor. Esa dirección puede ser de la escuela. Si ese es el caso, colabore con esa parte para recibir los beneficios de su hijo. • Es posible que los beneficios hayan sido emitidos para un niño que no vive en su hogar. Eso sucede si la escuela tiene registrado que su hijo vive en esa dirección. En esa dirección había otros niños elegibles. Si ese es el caso, colabore con esa parte para recibir los beneficios de su hijo. <ul style="list-style-type: none"> ○ No podemos retirar un beneficio que ya fue depositado. ○ Los beneficios no pueden pagarse de forma retroactiva. <p>***El beneficio se paga según la información que la escuela tiene sobre su hijo. Si esa información cambió, entonces debe actualizar la información en la escuela.***</p>
¿Expira la tarjeta P-EBT?	El beneficio P-EBT permanecerá en la tarjeta durante un año. Si no lo utiliza, el beneficio se devolverá automáticamente por falta de uso luego de un año. Esto sucede automáticamente. No tire su tarjeta. Si su hijo tiene una tarjeta P-EBT, los beneficios se depositarán en esa tarjeta.
Si no utilizo la tarjeta P-EBT, ¿la envío de vuelta a HSD?	El beneficio P-EBT permanecerá en la tarjeta durante un año. No tiene que utilizarlo todo de una vez. Si no lo utiliza, el beneficio se devolverá automáticamente por falta de uso luego de un año. Esto sucede automáticamente.
Tengo una tarjeta P-EBT, pero no la necesito. ¿Puedo dársela a una familia que sí la necesita?	La tarjeta P-EBT es un beneficio para la familia. Todos los otros miembros de su hogar pueden utilizar los beneficios de su hijo. Ni la tarjeta ni sus beneficios pueden ser transferidos a otra familia u hogar. El beneficio P-EBT permanecerá en la tarjeta durante un año. Si no utiliza este beneficio, se devolverá automáticamente por falta de uso. Esto sucede automáticamente.
Nunca activé una tarjeta EBT. ¿Qué pasos debo seguir?	<p>Siga estos pasos:</p> <p>Cuando su hogar recibe su tarjeta P-EBT, llame a FIS para crear un PIN. Debe hacer esto antes de poder usar la tarjeta. El número telefónico está ubicado en el dorso de la tarjeta P-EBT. Durante su llamada, le preguntarán lo siguiente:</p> <ul style="list-style-type: none"> • Número de tarjeta EBT de 16 dígitos • Fecha de nacimiento de los titulares de la cuenta principales, que se ingresará en un formato MM/DD/AAAA

	<ul style="list-style-type: none"> • Tenga en cuenta: Quienes hablan español la ingresarán como DD/MM/AAAA • Código postal de 5 dígitos de los titulares de las cuentas principales • PIN de 4 dígitos solicitado • Confirmación del PIN de 4 dígitos <p>Una vez que haya hecho esto, la tarjeta estará activada. El PIN queda configurado. La tarjeta puede ser utilizada inmediatamente.</p>
¿Cuándo configure la tarjeta P-EBT, ¿qué hago si el código postal no funciona? ¿Qué hago si el código postal es distinto?	Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
¿Cuándo configure la tarjeta P-EBT, ¿qué hago si la fecha de nacimiento de mi hijo no es correcta?	Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
¿A quién puedo llamar o contactar si no recibí una tarjeta P-EBT?	Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
¿Qué hago si solo recibí fondos para solo uno de mis hijos y no para mis otros hijos?	Consulte al Centro de Atención al Cliente de P-EBT. Llame al 1-833-415-0569.
¿Cómo puedo verificar el balance de la tarjeta P-EBT de mi hijo?	Llame al Centro de Atención al Cliente de FIS. Llame al 1-800-843-8303. O verifíquelo en línea. Diríjase a http://www.ebtedge.com .
¿Qué hago si necesito reponer la tarjeta P-EBT?	Llame al Centro de Atención al Cliente de FIS. Llame al 1-800-843-8303.
¿Cómo solicito una tarjeta de remplazo a través del número FIS?	<p>Llame al Centro de Atención al Cliente de FIS. Llame al 1-800-843-8303.</p> <ul style="list-style-type: none"> • Presione 2 para hablar en español. • El sistema le pedirá que ingrese el número de 16 dígitos de la tarjeta. • Para reemplazar una tarjeta, puede presionar el número 2 de inmediato. O puede esperar la próxima indicación oral que le dirá qué hacer. Eso sirve en caso de que haya perdido la tarjeta, haya sido robada o esté dañada. Esto sirve cuando necesita reemplazarla. • Una vez que haya presionado el 2, se redirigirá su llamada a un representante de atención al cliente. El representante confirmará su identidad. Una vez que la haya confirmado, desactivarán su tarjeta actual. Luego, ordenarán una nueva tarjeta para usted. Esa tarjeta irá a la dirección actual registrada en el sistema.

	<ul style="list-style-type: none"> ○ Si el cliente desea que le envíen la tarjeta por correo a la nueva dirección, se lo dirigirá al estado para que actualice su dirección. <p>Si se lo dirige al estado, el tutor deberá llamar al Centro de Atención al Cliente de P-EBT al 1-833-415-0569.</p>
<p><i>Mi dirección postal es distinta de la que utilicé para registrar a mi hijo en la escuela. ¿Cómo actualizo esto para recibir la tarjeta P-EBT?</i></p>	<p>Puede hacerlo en línea. Diríjase a: https://www.yes.state.nm.us/yesnm/home/index.</p> <p>O llame al Centro de Atención al Cliente de EBT al 1-833-415-0569. Si llama al Centro de Atención al Cliente de ISD, enviarán su información al Centro de Atención al Cliente de P-EBT. El Centro de Atención al Cliente de P-EBT le devolverá la llamada.</p> <p>Solo para empleados de CCSC: El CCSC es responsable por todas las llamadas de Nivel 1 sobre información de P-EBT. Si un beneficiario de P-EBT llama al CCSC antes de contactar a la línea directa de P-EBT, el trabajador deberá responder todas las preguntas según la guía de Preguntas Más Frecuentes (FAQ, por sus siglas en inglés) de P-EBT. Toda pregunta que no puedan contestar será reenviadas al correo de servicios para electores. Los empleados de CCSC deben ayudar a los beneficiarios de la P-EBT. Deben brindar al cliente el número de línea directa de P-EBT para futura referencia.</p>
<p><i>La tarjeta en edad escolar P-EBT está a nombre de mi hijo. ¿Puedo hablar con el Centro de Atención al Cliente si tengo problemas con mi tarjeta P-EBT?</i></p>	<p>Sí. Dado que usted es el tutor de su hijo, tanto el personal de Atención al Cliente de FIS como el de P-EBT trabajará con usted. Tratarán de abordar y remediar cualquier problema que pueda estar experimentando.</p>
<p><i>Si la dirección de un niño y del tutor cambian, ¿se enviará una nueva tarjeta de transferencia de beneficio electrónico por la en edad escolar pandemia (P-EBT)?</i></p>	<p>Sí. Se enviará una nueva tarjeta P-EBT solamente a los niños que hayan tenido un cambio de dirección y de tutor.</p>
<p><i>Si el hermano mayor ya no cumple con el requisito de edad, o se graduó durante el año escolar, ¿se enviará una nueva tarjeta P-EBT para los niños que quedan en el hogar?</i></p>	<p>Sí. Se enviará una nueva tarjeta P-EBT a nombre del siguiente hijo de mayor edad.</p>

<p>¿Por qué mi tarjeta P-EBT (Transferencia Electrónica de Beneficios durante la Pandemia) figura como perdida o robada? Esto es lo que escucho cuando llamo al número 1-800. Llamé para consultar el estado de los beneficios de mi hijo.</p>	<ul style="list-style-type: none"> • Si la escuela del menor informó un tutor y dirección nuevos o actualizados, se emitió una tarjeta nueva. Dirigida al nuevo tutor. Dirigida a la dirección actualizada. La tarjeta original ahora tendrá un estado de perdida/robada o dañada. • Si el hijo mayor tiene 18 y se gradúa, se emitirá una tarjeta nueva para el hijo que le siga en edad dentro de la unidad familiar que recibe P-EBT. La tarjeta original emitida al hijo mayor tendrá un estado de perdida/robada o dañada. <p>Puede consultar por otros motivos a Atención al Cliente de P-EBT. Llame al 1-833-415-0569.</p>
<p>¿Puedo colocar un código de seguridad en mi tarjeta de P-EBT para proteger mis beneficios?</p>	<p>Sí. Se puede colocar un código de seguridad en el estado de la tarjeta para proteger a tutores legales, padres o padres adoptivos.</p>
<p>¿Cómo sabré si mis hijos/as califican para la emisión de abril/mayo de P-EBT para niños en edad escolar?</p>	<p>Un niño es elegible para la emisión de P-EBT para niños en edad escolar de abril y mayo de 2021 si cumplió con los requisitos para recibir comidas gratuitas o de precio reducido a través del Programa Nacional de Almuerzos Escolares y faltó a la escuela durante 5 días consecutivos debido a la COVID-19. Esto incluye:</p> <ul style="list-style-type: none"> • Haber faltado a la escuela si el/la estudiante dio positivo por COVID y/o haber tenido contacto estrecho con un/a estudiante que dio positivo y haber estado en cuarentena. • El/la estudiante también califica si se cerró el distrito o la escuela debido a casos positivos de COVID. <p>Cada distrito/escuela realizó un seguimiento de cada una de estas ausencias y reportó estos datos a PED para evaluar la posibilidad de recibir beneficios de P-EBT por el tiempo en que el/la estudiante no tuvo acceso al desayuno o al almuerzo en la escuela.</p> <p>Aproximadamente 81,000 niños en edad escolar recibirán su beneficio de abril y mayo de 2021 el 19/01/2022. El monto de la prestación variará para cada niño. Se calcula en USD 6.82 por día que el/la estudiante faltó a la escuela debido a la COVID-19.</p>
<p>¿Cómo se informan las ausencias escolares debido a la COVID en el caso de los estudiantes en edad escolar?</p>	<p>Cada distrito o institución educativa mantiene un registro de estas ausencias y las informa al Departamento Público de Educación por la elegibilidad para recibir P-EBT (Transferencia Electrónica de Beneficios por la Pandemia) por el tiempo en el que los estudiantes no tuvieron acceso al desayuno o almuerzo escolares desde abril de 2021. Estos datos deben informarse desde la institución educativa para que el niño en edad escolar cumpla con los requisitos de elegibilidad.</p>

