

West Virginia P-EBT Quick Answers for Student Families (2021-22)



Please look at the chart below to see if the answer to your situation is available. This could save you a phone call or being placed on hold during high call volumes!

The information here is general and does not guarantee any individual student benefits.

Situation	Answer
My child received a P-EBT card last year. They are still in school and our address did not change. I still have my student's card. What do I need to do?	<p>Nothing. Please wait for a letter to arrive from DHHR about your student's benefit level for Fall 2021. Benefits will start to be loaded onto existing cards in April 2022.</p> <p>*Please note: Benefits loaded onto cards will be much lower than last year. Most students have been attending school in-person. Benefits are awarded for missed days due to COVID-19. If your child did not miss any school days due to COVID-19, your benefit amount will be \$0.</p>
My child received a P-EBT card last year. They are still in school, but we moved. What do I need to do?	<p>If you haven't already, call your child's school and update your address. Please be mindful there may be a brief lag time in the system updating to reflect any changes.</p> <p>Please wait for a letter to arrive from DHHR about your student's benefit level for Fall 2021. Benefits will start to be loaded onto existing cards in April 2022.</p>
<p>My child received a P-EBT card last year. However, my student:</p> <ul style="list-style-type: none"> » Has graduated » Dropped out » Is incarcerated in a juvenile or adult facility » Is now homeschooled » No longer attends a participating school » No longer attends a CEP school or » No longer qualifies for free/reduced price meals. 	<p>Unfortunately, your child is not eligible for P-EBT.</p> <p>If you are in need of social services or food resources, please visit wvpebt.org or call 2-1-1 for information and referral services.</p>

Situation	Answer
<p>My child received a P-EBT card last year and is still in school. But I no longer have the card.</p>	<p>Please contact 1-866-545-6502 to order a replacement card if your address has not changed.</p> <p>If your address has changed, please call your child's school and update your address. Please be mindful there may be a brief lag time in the system updating to reflect any changes.</p> <p>Please note, the call center will only be able to directly assist the primary guardian on file with the child's school system.</p> <p>Also, if the address is incorrect, you will be referred to the Office of EBT to update your address. You MUST have your student's WVEIS number when calling.</p>
<p>I have a child who is newly eligible. We did not receive a P-EBT card last year. My address is correct with my child's school.</p>	<p>First, you will receive a letter from DHHR explaining your student's benefit for Fall 2021. This letter contains very important card activation information, please do not throw it away.</p> <p>Several weeks later, you will then receive a card in a white envelope.</p>
<p>Will my ex/someone else (etc.) get the P-EBT card for my child?</p>	<p>P-EBT cards are issued in the child's name in care of the primary guardian listed on file with the student's school. If you believe that you should be listed as primary, please contact the student's school to update the information.</p> <p>Once the school approves the change, you may contact the office of EBT banking to request a card to be sent to you. 304-558-4126. Please be aware this process does take time and may take several days to complete. Once a new card is ordered it may take up to 10 days to arrive.</p>
<p>I have 50/50 (or any version of split) custody. Will I receive a card with my portion of the benefit?</p>	<p>No. P-EBT cards are issued in the child's name in care of the primary guardian listed on file with the student's school. Only one card can be issued per child. The benefits are the child's and we ask that parents/guardians work together to spend the benefits in the best interest of the child.</p>

Situation	Answer
I am a foster parent. When will I begin to receive the benefits for the child?	<p>Call the child's school and provide the necessary information to update the record to show you are now the primary guardian for the child.</p> <p>Once this has been done, please contact 304-558-4126. Please be mindful there may be a brief lag time in the system updating to reflect any changes. Please be aware this process does take time and may take several days to complete. Once a new card is ordered it may take up to 10 days to arrive.</p> <p>The benefits are the child's and if the child leaves your care, the card should travel with the child.</p>
I was a foster parent for a child that is no longer in my care. Should I have received the benefits for the time the child was in my care?	No. P-EBT is a benefit for a child and is not a reimbursement for meals provided to a child while in your care.
I have a child under the age of 6 that is not enrolled in a qualifying school. My household receives SNAP benefits. Should we expect to receive additional P-EBT benefits?	No. At this time, the USDA has not extended the P-EBT program for these children.
I am the current parent/guardian with an eligible student that received a P-EBT card last year. My student still attends a participating school and qualifies for free/reduced price school meals. The Guardianship and address have both changed, and I do not have a card for my student.	<p>If you have not already updated your guardianship and address with your child's school, you will need to do so to receive future letters from DHHR that explain your student's benefit.</p> <p>To update the guardianship and address for the card you will need to contact the Office of EBT Banking Services at 304-558-4126. You must have your student's WVEIS number ready when calling.</p>

If additional assistance is needed, please reach out using one of the resources below

www.wvpebt.org

P-EBT hotline: 1-866-545-6502

Office of EBT Banking Services: dhhrwvebt@wv.gov

P-EBT inbox: wvpebt@k12.wv.us