

## FAQ for In-Person 2022-23 Benefits Issuance for P-EBT Round 5

The Tennessee Department of Human Services (TDHS) will distribute lump sum payments to all students who were eligible for P-EBT benefits for the 2022-23 school year, separated into two parts: August 2022–February 2023 and March 2023–May 11, 2023. P-EBT benefits will be issued to existing P-EBT cards for eligible students. Newly eligible students can expect to receive a P-EBT card mailed to their home. Parents will be able to see August 2022–February 2023 P-EBT benefits reflected on the P-EBT Parent Portal (<https://onedhs.tn.gov/parent>) on or around April 22, 2023.

### 1. When will I get P-EBT benefits?

In the 2022-23 school year, P-EBT benefits will be distributed beginning April 22, 2023. To check the status and distribution date of P-EBT benefits, parents can use the P-EBT Parent Portal by visiting <https://onedhs.tn.gov/parent> or calling the P-EBT hotline at **1-833-419-3210**. Distribution dates are also shared on the **TDHS website**, and on TDHS **Facebook** and **Twitter** accounts. Once benefits are distributed, parents who believe their child did not receive the correct benefit amounts based on days with COVID-19-related excused absences can claim missing days during the reconsideration process period. For more information on the Reconsideration Process, visit <https://www.tn.gov/humanservices/p-ebt/school-year-2022-23-p-ebt-reconsideration-process.html>. The P-EBT text message service and **Parent Portal** are the best tools to stay informed about benefit release dates, reconsideration process and latest P-EBT developments.

### 2. How much will I get?

The P-EBT amount is based on each student's number of "COVID-related absences" related to COVID-19. Eligible children will receive approximately \$8.18 per each COVID-related absence day. Confirmation from each school can vary from student to student, even within a family. To view the amount your child may receive, visit the P-EBT Parent Portal at <https://onedhs.tn.gov/parent>.

### 3. How long will it take my card to arrive?

The card may take up to 30 days to arrive.

### 4. I lost my P-EBT card. Can I get a new one?

Yes. Visit [www.connectebt.com](http://www.connectebt.com) to request a new P-EBT card or call **1-888-997-9444**.

### 5. My address is incorrect. Can I update my address?

Yes. To update, please visit <https://onedhs.tn.gov/relief> to login or create an account. Then, click the Parent Portal button, and update your address as needed. You may also call the P-EBT hotline at 833-419-3210.

### 6. How do I check my P-EBT card balance?

You can call **1-888-997-9444** (the number on the back of your P-EBT card) to check your P-EBT balance. **You can check your P-EBT card balance on [www.connectebt.com](http://www.connectebt.com) or by calling the number on the back of your P-EBT card.**

### 7. I have received my student's P-EBT card, how do I activate it?

Please call **1-888-997-9444** to activate the card. To activate the card, you will need the last four numbers on the P-EBT card. When it asks for the last four digits of the child's social security number, use 0000 and date of birth for the child identified on the card. During the activation process, you will be instructed to select a four-digit personal identification number (PIN) which you will use at SNAP-authorized retailers along with the card to access the benefits.