

The Wisconsin Department of Health Services (DHS) is committed to ensuring that families have the resources to provide nutritious foods for their children during the COVID-19 pandemic. Wisconsin applied for and was awarded federal funding to support families with children who normally receive free and reduced priced meals through their schools. This additional funding is also called Pandemic EBT or P-EBT.

DHS has been collaborating with our partners in the Department of Public Instruction (DPI) to get benefits out to families through this new, short-term program.

**Note: The two most common reasons that a child has not received P-EBT are:**

- The child attends a school that does not participate in the National School Lunch Program. Only children who are part of the National School Lunch Program can receive P-EBT. Visit [www.dhs.wisconsin.gov/covid-19/wi-nslp-schools.pdf](http://www.dhs.wisconsin.gov/covid-19/wi-nslp-schools.pdf) for a list of schools in Wisconsin that participate in the National School Lunch Program.
  - If a child attends a school that is not on this list, they may still receive free or reduced price lunches through an independent program at their school. However, they are not eligible for P-EBT. We encourage parents and guardians to contact their children's school(s) to find out if they are offering any support to independent program recipients at this time.
  - If a child attends a school not on this list that reports being part of the National School Lunch Program, [please reach out to DHS for assistance](#) (see page 3 for contact information).
- The information we have on file for the child or children, or that you entered in your application, does not match the information the state has from schools on children getting free or reduced price meals. Names (including exact spelling) and dates of birth must match in order for benefits to be provided. You can [contact your school or school district](#) to find out what their records say for your child or children, or use the contact information below to have your case reviewed.

Go to [page 2](#) for more information on ways you can get help with P-EBT.

## Program Overview

To be eligible for P-EBT benefits, children must be eligible for free and reduced price meals and enrolled in a school participating in the National School Lunch Program. The available information the state has from schools and school districts on children who meet this criteria has been matched with information from DHS to issue benefits to families without any action from the families themselves, whenever possible. However, if the available data does not match between DHS and DPI, the state is unable to issue P-EBT benefits automatically.

For those families where there is not complete information on file, there is a streamlined process for requesting benefits. Schools or school districts should send parents and guardians a link to a website where children's information can be provided to confirm eligibility for benefits. If the information provided does not match with information on file, individuals will receive a message that eligibility cannot be verified. In those cases, parents and guardians should use the contact options below to verify information on file with the school or have their case reviewed.

## Getting Answers to Questions

DHS knows that people have a lot of questions about this new program and process. In order to try to simplify things as much as possible, here are some ways that families and partners can get answers to the questions they have about this program.

### ❖ Any Questions

Individuals should ALWAYS start by reviewing information at the DHS COVID-19 food benefits webpage: [www.dhs.wisconsin.gov/covid-19/forwardhealth-foodshare.htm](http://www.dhs.wisconsin.gov/covid-19/forwardhealth-foodshare.htm).

The webpage provides general information about the program, including:

- The schedule for funds being distributed
- Who is eligible for the program
- Other frequently asked questions

DHS will be updating this website regularly as more questions are received and reviewed.

### ❖ Questions About Verifying Information on File With Schools

Individuals can contact schools or school districts to verify:

- If a child is participating in the free and reduced meal program at his or her school and the school is participating in the National School Lunch Program.
- The information on file with the school, including the spelling of the child's name and date of birth as it is critical that the information on individual applications matches the school information.

This is the ONLY information that schools are able to provide in support of P-EBT.

### ❖ Questions About Your P-EBT Card

If individuals need help with QUEST or P-EBT cards, they should call QUEST Card Service at 877-415-5164. QUEST Card Service can help families:

- Activate a card
- Reset a PIN
- Get a card balance
- Report a lost, stolen, or damaged card
- Replace a card
- Get general information about card use, etc.

### ❖ Questions About Eligibility for Other Programs, Such as FoodShare or BadgerCare Plus

Families can contact their income maintenance or tribal agency for assistance with eligibility for other programs, such as FoodShare or BadgerCare Plus. **Income maintenance and tribal agencies do not have detailed information about the P-EBT program** and are unable to look up information about this program in case files.



❖ **Questions on Other Topics Not Described Above**

DHS has set up a dedicated mailbox ([DHSFoodSharePolicy@wisconsin.gov](mailto:DHSFoodSharePolicy@wisconsin.gov)) to take questions and concerns about P-EBT benefits. If individuals do not have email, a partner organization or school can email on their behalf. This email box should also be used for any other questions that people may have that are not already addressed on the DHS COVID food benefits webpage.

Individuals who have case-specific issues should send questions to this mailbox and include the following pieces of information:

- Full name (Individual asking about case-specific information must be the child or children's parent or guardian)
- Case number, if known
- Phone number where parent or guardian can be reached (and preferred contact method – email or phone number)
- Each child's full name and date of birth
- School each child goes to and the city where the school is located
- Details about the question or issue

Including this information in every email will allow DHS and DPI to investigate individual situations much more quickly. DHS and DPI are committed to ensuring that every family eligible for this funding receives it. A dedicated team will be reviewing every email and request that is received. This small group asks for patience as it researches and coordinates between the two agencies in order to provide detailed responses to each individual email about eligibility for the program and associated funding.

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When DHS becomes aware of problems, it works diligently to ensure benefits are being issued as quickly and as accurately as possible. Thank you for your patience while staff at DHS and DPI work to get families the benefits they need.

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