

Frequently Asked Questions - P-EBT

- What should a family do if they haven't received their P-EBT card in the mail?
 - There is a known delivery delay due to a delay with the P-EBT card manufacturer.
 - The last batch of PEBT cards were scheduled to be printed and mailed on March 14th. Due to the manufacturing delay, there is an estimated two week delay.
 - Neither the DHS P-EBT Hotline or the Healthy CPS Hotline have or can provide estimates on delivery timelines.

- Where would my card have been mailed?
 - The card will be mailed to the student's **primary address in ASPEN**.
 - If the family would prefer to have the P-EBT card sent to the school, the clerk should update the student's **mailing address** to the school's address.
 - A change of address should be made using the [Illinois Department of Human Services P-EBT Change of Address Form](#).

- When to call your school:
 - If a change of address needs to be made in ASPEN.
 - If the P-EBT card has been sent to the school, due to the mailing address being listed as the school, and the family needs to coordinate a pick-up time. The family must sign for the PEBT card.

- When to call the Healthy CPS Hotline:
 - If questions are outside the [P-EBT Frequently Asked Questions \(FAQ\)](#) document.
 - [P-EBT Frequently Asked Questions \(FAQ\) Spanish](#)

- By what date should I have received my card? Will this be the only card I receive?
 - There is a known delay in P-EBT card delivery.
 - Families will receive one card per qualifying student
 - Once a family receives their P-EBT card, this will be the only card they will need to receive their P-EBT benefits. Future deposits will be made to the same card

- By what date will my card be loaded with funds? How frequently should funds be loaded on to my card?
 - Benefits will load on to the card monthly.
 - In March 2021,, the card will be loaded with a distribution from September 2020 to December 2020.
 - In April, the card will be loaded with a distribution for January 2021 through March 2021.
 - Beginning in May, the card will be loaded monthly with the benefit for the remainder of the school year.