



Attention Philadelphia Families!

Are you curious about your P-EBT benefits?

Mastery Charter Schools submitted student data to the state of PA so that families can receive P-EBT benefits. Families are entitled to receive P-EBT (Pandemic Electronic Benefits Transfer) based on several state-approved factors, including student learning location and free/reduced lunch status.

What should you do if you have questions about your child's P-EBT benefits?

- All parent or guardian inquiries should be directed to the Pennsylvania Department of Human Services (DHS) Customer Service Line (484-363-2137); or the web form available at <https://forms.juware.com/forms/eb604f74-e01c-463e-82ea-04c416a5c9c5>. Mastery Charter Schools or PDE do not have access to P-EBT information and cannot provide assistance or guidance.

When are benefits scheduled to be issued to families?

- The first issuance of P-EBT benefits for the 2020-21 school year was completed at the end of July 2021, except for students that were newly eligible based on the second data submission for the 2020-21 school year - cards will be mailed to newly eligible students at the end of August/early September.

How can families learn more about P-EBT?

- Parents and guardians are encouraged to visit the DHS P-EBT website: <https://www.dhs.pa.gov/coronavirus/Pages/P-EBT-Questions.aspx/>. The DHS P-EBT website offers contact information, important dates, answers to frequently asked questions, etc.
 - NOTE: inquiries must be submitted via the Inquiry Form or Resource Line. Inquiries are responded to in the order in which they are received. Parents or guardians should not submit duplicate inquiries as it will delay the resolution process.

How can families check their P-EBT benefit amount?

- Parents/guardians can check their P-EBT benefit amount online via: <http://www.connectebt.com/>.