Help with P-EBT Cards:

Families whose students qualify for free or reduced-price lunch started to receive P-EBT cards in the mail on Friday, May 29, and many are having trouble activating their card. To activate (or PIN) a P-EBT card, families will need the letter that the Department of Transitional Assistance (DTA) sent them, which contains their child’s case number. If families lost the letter or never received one, they can go to DTACconnect.com/pebt to get their child’s case number. The tool at that link will pre-populate with the standard first 10 digits of the P-EBT card. Please note that the tool is not available on the DTA Connect mobile app.

Families that have their child’s case number can use the following instructions: (The Massachusetts EBT vendor was not able to change the automated prompts callers hear when they call to PIN any EBT card [SNAP, TAFDC, or P-EBT], and unfortunately, some of the automated instructions should be different for P-EBT cards.)

- Call the EBT card phone number on the back of the P-EBT card: 800-997-2555.
- Enter the P-EBT card number (it is an 18-digit number).
- Callers will then be prompted to enter the last four digits of their Social Security number. **Do not enter the last 4 digits of a Social Security number. For the P-EBT cards, callers must enter the last four digits of their child’s case number that was provided on the DTA letter they received in the mail.**
- Then enter the child’s date of birth using a two-digit month, two-digit day, and four-digit year (example: 04/06/2005).

For more information, visit: map-ebt.org.