

P-EBT Reconsideration Process FAQ

School Year 2022-23

The Tennessee Department of Human Services (TDHS) is taking action to resolve any missing P-EBT benefits from August 2022 – February 2023 that do not reflect the number of school meals missed due to COVID-19 related school closures or excused absences. Parents can submit a reconsideration request via the [P-EBT Parent Portal](#). **The reconsideration requests must be made between April 24, 2023, through May 5, 2023.** If approved, reconsideration benefits will be issued in May 2023.

As more details are finalized regarding P-EBT reconsideration for the August 2022 – February 2023 school year, updates will be posted on the [TDHS P-EBT website](#) and on the TDHS [Facebook](#) and [Twitter](#) accounts. Text messaging will be available for parents who opt-in through the [P-EBT Parent Portal](#) and the child has a documented COVID-19 related excused absence documented by the school.

2022-23 P-EBT Reconsideration Eligibility

If a child does not receive the correct P-EBT benefit amounts and has missing days that are considered excused absences due to COVID-19, the parent can claim missing days through the reconsideration process.

To process a reconsideration for August 2022 – February 2023, a child must have missed school due to a COVID-19 related excused absence documented at the school and not received P-EBT benefits for eligible days. Children that attend a Community Eligibility Program (CEP) school, Provision 2 school, or Provision 3 school may also be eligible. In addition, a child must participate in the National School Lunch Program and the school should have experienced a closure or reduction of hours for 5 consecutive days.

Frequently Asked Questions

1. *What is the reconsideration process?*

The reconsideration process allows parents to report missing P-EBT benefit days from the August 2022 – February 2023 school year through the [P-EBT Parent Portal](#). Parents who believe their children are eligible for additional funds based on missing P-EBT benefit days due to an excused COVID-19 related absence must follow the reconsideration process prior to filing an appeal. The reconsideration process is open from April 24, 2023, and ends on May 5, 2023. Any missing benefit days submitted by parents via the reconsideration process will be reviewed by TDHS and, if approved, missing benefits will be issued during the month of May 2023.

If you have not created a P-EBT Parent Portal account already, please create an account by visiting: <https://onedhs.tn.gov> and link your children to process a reconsideration.

2. *How can a parent submit to the reconsideration process?*

Parents can sign into the [P-EBT Parent Portal](#). Once logged in, they can submit missing P-EBT benefit days to the reconsideration process by clicking on the “*Reconsideration*” link in the main headers or from the “*Quick Links*” section.

To process a reconsideration, parents will need to ensure their child(ren) is/are linked to their P-EBT Parent Portal account. They will need to attest and submit the selected days to complete the reconsideration process.

3. *What are the process differences between public and private schools?*

Both processes will happen in the [P-EBT Parent Portal](#). Parents can submit missing P-EBT benefit days to the reconsideration process by clicking on the “*Reconsideration*” link in the main headers or from the “*Quick Links*” section. To process a reconsideration, they will need to ensure their child/children are linked to their P-EBT Parent Portal account.

If the child is in public school, parents will be able to request reconsideration for the additional dates pertaining to excused absences due to COVID-19.

If the child is in a private school, they will be able to request reconsideration in terms of the number of additional days for each month pertaining to excused absences due to COVID-19.

All parents will need to attest and submit the selected days to complete the reconsideration process.

4. *When will parents get P-EBT benefits?*

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>. Distribution dates are also shared on the [TDHS website](#) and on TDHS [Facebook](#) and [Twitter](#) accounts.

TDHS plans to issue one payment for approved benefits requested through the reconsideration process. A single payment will be issued during the month of May 2023.

5. *How much will parents receive?*

The P-EBT benefit amount is based on each child’s number of excused absences related to COVID-19 that were submitted through the reconsideration process and approved. Eligible children will receive approximately \$8.18 per excused absence day, related to COVID-19. Confirmation from each school can vary from student to student, even within a family. To view the amount their child may receive, parents can visit the P-EBT Parent Portal at <https://onedhs.tn.gov/parent>.

Parents can check their P-EBT card balance on www.connectebt.com or by calling the phone number on the back of their P-EBT card.

6. *How do parents know if their reconsideration request is approved or denied?*



Parents will receive an email once their request is approved or rejected. Once it is approved, they will also be able to see the amount on the "My Benefits" screen once they log into the [P-EBT Parent Portal](#).

7. *What can parents do if their reconsideration is denied?*

Reconsiderations will be denied if a child has already received benefits for the day(s) submitted. If a parent selects missing days that cannot be resolved by the reconsideration process, TDHS will notify the parent and advise on the right to appeal.