PENNSYLVANIA SUN BUCKS

Common Family Inquiries & Steps for Resolution

DHS benefit issuance hierarchy

Benefits are loaded onto the family's State EBT (ACCESS) card if available.

Otherwise, benefits are loaded onto the family's previously issued SUN Bucks card if available.

Otherwise, benefits are loaded onto a new SUN Bucks card and mailed.

Family no longer has their SUN Bucks Card

The family must contact the DHS Statewide Customer Service Center (877-395-8930, or 215-560-7226 in Philadelphia) or their local County Assistance Office.

DHS will look up the child(ren)'s 2024 eligibility status and where the benefits were issued. A replacement SUN Bucks card will be sent to the family's current address, if needed.

Family did not receive SUN Bucks and is told by DHS the card was mailed to a diffferent address

If the caller is the parent/guardian who the school reported and the child qualified for SUN Bucks based on school data, DHS will order a replacement card for the family.

If the caller is the parent/guardian in the DHS case record that qualified the child for SUN Bucks, a replacement card or transfer of benefits will be discussed. If they are **not** the parent/guardian in the DHS case record, no transfer or replacement will occur.

Family can't get through on DHS state helpline

At times the DHS helpline has unusually heavy call traffic.

Family should try again or contact their County Assistance Office.

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Family can't activate their SUN Bucks card

Instructions for activating the card are included with the card. When activating the parent/guardian enters the full 19 digit card number then creates a pin which requires that they first enter the **last four digits of their zip code and DOB of the oldest child included on the card.** The DOB should be entered in MM/DD/YYYY format.

If unsuccessful, they must call the Statewide Customer Service Center (877-395-8930, or 1-215-560-7226 in Philadelphia).

Family's benefits were expunged

The family can ask DHS if the benefits can be reissued. Expunged benefits can only be reissued if something out of the family's control prevented them from accessing them.

If the card was in their possession and they simply did not use the benefits, benefits will not be reissued after expungement.

If however the card was not received by the family due to something such as an incomplete address, reissuance of the benefits will be considered but is **not** guaranteed.

Family is told by DHS their child's DOB or address does not match what the school reported

The family will likely contact the school.

The school should look up how the child's DOB or address was reported on their 2025 SUN Bucks student file.

If an error was made by the school, the school should contact the SUN Bucks School Helpdesk 800-683-5100 or sebt@csc.csiu.org.

The SUN Bucks School Helpdesk will notify DHS of the school error to discuss next steps and will keep the school informed.

Family doesn't know if they are eligible or need to apply

If the family does not recall receiving notice that their child(ren) are automatically eligible, they should visit the DHS SUN Bucks website dhs.pa.gov/sunbucks and use the **Eligibility Navigator** tool.

If the Navigator indicates they are automatically eligible there is nothing more the family needs to do.

If the Navigator indicates they should apply, an online SUN Bucks application link is located on the DHS SUN Bucks website. Or they can obtain a paper application at their County Assistance Office.

SUN Bucks applications received **after 8/31/2025** will be considered for the 2026 SUN Bucks benefits period.

Pennsylvania Department of Education
Center for Schools and Communities