

Revised April 2, 2020
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COVID-19 Frequently Asked Questions
**Supplemental Nutrition Assistance Program
(SNAP)**

Revisions: Q10 and Q16 to address delivery fee questions.

Q1 What is SNAP?

SNAP is the program people used to know as the “Food Stamp Program”. It is a federal program designed to help lower income individuals and families buy food needed for good health.

Q2 How do I know if I qualify for the SNAP?

You can get help from this program if you have limited income and resources. Some resources such as your home, car, and certain retirement accounts may not be counted when determining whether you meet the program guidelines.

There are a number of tools you can use to help you decide if you might be eligible ([Calculator](#), [AARP Benefits QuickLINK](#)). But the best way to find out if you are eligible is to apply.

Q3 How do I apply for programs and services?

You can **apply online** by using the state’s [online portal](#).

Or

You can **contact your local [human service zone office](#)** (formerly known as county social service office).

For **contact** information, click on the County office where you live. All County offices are closed to visitors during the COVID-19 emergency but they ARE still operating and able to serve you.

Check the list for [updated contact information](#) for your area.

You may also print the [Application for Assistance](#), complete and return it to your Human Service Zone office via email.

With social distancing in place during the COVID-19 emergency, now might be a great time to try the **online** portal. It is the **fastest way** to apply for assistance.

Q4 If I already receive other services, do I still have to apply for SNAP?

Yes, you should still apply. The eligibility worker who assists you will likely test for eligibility across several benefit programs. If you have a question you should check with the eligibility specialist who is reviewing your information.

Q5 Are there work requirements under this program?

Normally there are. However, during the State of Emergency, individuals are not required to meet work requirements to receive SNAP.

Q6 How often do I need to re-apply?

Your eligibility for SNAP will be reviewed every 6 or 12 months depending on your household circumstances. Households with all elderly or disabled individuals with no earned income will have their eligibility reviewed every 12 months. All other households will have their eligibility reviewed every 6 months.

Q7 If I qualify for the program, when do I get access to the benefit?

If you qualify, benefits will be available within 30 days of applying. You will receive a notice from your county office telling you when the SNAP benefits will be available. After the initial month, benefits become available on the first day of each month.

The benefits are deposited into your EBT account, much like a bank account. Your benefits are available by using your EBT card and Personal Identification Number (PIN).

Refer to the [EBT Client Handbook](#) for more information on using EBT cards.

Q8 How much will my benefits be?

The amount of money you get on the card may depend on three things:

- Household income from all sources (earned and unearned) such as money you get from a job, Social Security, SSI, child support, unemployment, interest, etc.
- How many people live in your household
- Your household expenses such as rent, mortgage, utilities, etc.

For October 1, 2019 through September 30, 2020, the table below shows the most you could get if you have no income.

Household Size	Amount
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1,018
8	\$1,164

Q9 Is there any extra SNAP benefit because of COVID-19?

Typically, as your income goes up, the amount of benefits you will get may go down.

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However, during the COVID-19 emergency, the federal government has been authorizing supplemental SNAP payments to ensure that all SNAP-eligible households receive the maximum benefit for their household size.

As of March 30, 2020, this supplemental benefit was available for the months of March and April 2020. The supplements issued will be the difference between the amount issued and the maximum benefit amount for the household size.

Households who received a March benefit will have the supplements issued and available on their EBT card April 11, 2020.

Households who received an April benefit will have the supplements issued and available on their EBT card April 21, 2020.

Q10 What can I buy with my Supplemental Nutrition Assistance Program benefits?

Households **can** use benefits to buy:

- Food such as breads and cereals, fruits and vegetables, meat, fish and poultry, and dairy products
- Seeds and plants that produce fresh fruits and vegetables

Households **cannot** use benefits to buy:

- [Grocery delivery fees](#)
- Beer, wine, liquor, cigarettes or tobacco
- Any non-food items, such as pet food, soaps, paper products, household supplies, vitamins and medicines
- Food that will be eaten in the store
- Hot foods

Q11 How do I get my EBT card?

As soon as your application is approved, the Human Service Zone office will mail it to you.

Q12 How do I use my EBT card?

Step 1: Before you shop, check your balance by calling the EBT Customer Service Helpline at (800) 630-4655 or [login](#) to your EBT account. There is also a mobile application, that you can download. Look for the logo below in the Apple App Store or Google Play, by searching ebtEDGE. This amount is available for you to spend.

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Step 2: Once your items are scanned by the cashier, swipe your card.

Step 3: Enter your 4-digit secret PIN on the key pad. The machine will show (****).

Step 4: Press the Enter key.

Step 5: You will receive a store receipt once the transaction is completed.



Q13 What happens if I lose my card?

Call the FIS Customer Service line immediately at 1-800-630-4655 to report your EBT card as lost, stolen or damaged. No one else may use your EBT card once you report it missing. Contact your county office to obtain a replacement card.

Q14 Is my EBT card like a bank card? Can I login to my account to see transactions?

Yes. It is like a debit card you may have from your bank. Do not share your EBT number with anyone other than the merchant

You need to have an account set up with the state's EBT Vendor. Go to [EBT Edge](#) to get setup.

There is also a mobile application, that you can download. Look for the logo below in the Apple App Store or Google Play, by searching ebtEDGE. Their help line is available if you have any questions: (800) 630-4655.

Once you have an account, you can access it either via the web or via the mobile app. You can view your transaction history and manage other important account details from the app.

Q15 Where can I use my SNAP EBT card?

You can buy food from most grocery stores authorized to accept SNAP and other retailers that sell food.

You can use the card at most grocery stores, certain senior centers, and some meal delivery services such as Meals on Wheels. It works just like a regular debit card. You buy your groceries using the card and the cost is taken out of the total amount on the card. More money is put on your debit card on a monthly basis.

Check out the [Retailer Locator](#) to find grocers and others who are able to accept EBT cards.

Q16 Can I use my EBT card to have groceries delivered? I don't want to go out to any stores during the COVID emergency.

The answer is, sometimes. You CAN use your EBT card for delivered groceries if a retailer:

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- Makes the delivery to you in person and is able to scan your card when they make the delivery (using a wireless point-of-sale scanner).
- Agrees to use a “manual voucher” which means you will sign for the order when it is delivered and they will submit the voucher for payment.

You CANNOT use your EBT card [to pay for delivery fees](#) or for any delivered products that come via mail. The reason is that the federal rules for SNAP won't allow EBT to pay for anything you have not yet received.

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