

# Help Eligible Children Access Pandemic EBT

With schools closed for extended periods due to COVID-19, 30 million children who rely on free and reduced-price school meals may go hungry. The Families First Coronavirus Response Act created Pandemic Electronic Benefit Transfer (P-EBT) to provide states funding and support to identify eligible children and get benefits to them quickly.

For families already receiving SNAP benefits, paying P-EBT benefits to eligible children can be completed via the SNAP EBT card their family already has.

However, transitioning the large percentage of eligible children in households that are not current SNAP recipients is a significant logistical challenge – one that could potentially require state administrators to coordinate across a broad array of programs and databases to determine eligibility. COVID-19 has already left states with a surge in SNAP call volumes and applications that exceed program capacity – leaving little time and resources to undertake new programs and initiatives.

## MAXIMUS can respond to rapidly changing P-EBT needs

MAXIMUS can augment existing program resources without costly and time-consuming disruptions.

- We currently support 17 eligibility related operations in the United States including integrated eligibility operations in multiple states.
- We have extensive experience with expedited application processing and approvals. We fully understand the critical application elements necessary to fast-track eligibility and can work with citizens upfront to determine necessary verification documents before they become choke points in processing.
- We perform eligibility “sous chef processing,” ensuring applications are complete and correct before submitting for determination. This approach mitigates the touchpoints for the citizen and gets them benefits faster and with less hassle.

## MAXIMUS has the capability and capacity to help

- **Supplement program capacity to administer services remotely or virtually** – Our virtual workforce and multichannel communications can expand accessibility through services like outbound dialing and mailing services, additional website services, and other back-office functions as needed. We can set up parallel systems or utilize your currently deployed solutions.
- **Unmatched capacity** – MAXIMUS has more than 20,000 service agents working in more than 60 locations across 30 states, handling more than 5.7 million calls and performing millions of back-office transactions every month.
- **MAXIMUS is the largest provider of contact center services to government programs** – We support more than 100 programs with contact center components and established operations in 35 states and the District of Columbia. We can quickly scale to support your evolving needs.
- **We bring unmatched experience supporting benefit inquiries and applications** for multiple state programs, including WIOA, TANF, Medicaid, CHIP, SNAP, and UI programs.

### Governments have flexibility to engage contractors to deliver entitlement services

Changes to the Office of Personnel Management (OPM) guidance allows states to use contractors to administer all aspects of federally funded entitlement programs – including P-EBT. The Intergovernmental Personnel Act clarification from November 2019 gave states permission to utilize contract help; states can mitigate program surge by using contracted services to supplement staff.