

**Creating a Pandemic EBT (P-EBT) Food Benefit  
Personal Identification Number (PIN)  
for a NYS Medicaid Common Benefit Identification Card (CBIC)**

Before you can access your child's P-EBT food benefits with your NYS Medicaid card, you must first call the EBT customer service hotline to select a personal identification number – or PIN.



1. Using a touch-tone phone, dial **1-888-328-6399**.
2. When prompted, **select your preferred language from those offered** – for example, press '1' for English.
3. Next, you'll be asked to **enter the 19-digit number** from the front of the card using your phone's keypad.
4. After entering the card number, you will hear a series of options. If you have not used the card before to access EBT benefits, like SNAP or cash assistance, **press '1' to create your PIN**.
5. You will be asked to **enter the last four digits of the cardholder's Social Security Number**. The Cardholder is the person whose name is on the front of the card that the P-EBT food benefits have been issued to. Be sure to enter only the last 4 digits of that person's Social Security Number.
6. After entering the cardholder's Social Security Number, **you'll be asked to enter your zip code**.
7. Finally, **you will be asked to select your new 4-digit PIN. Enter a 4-digit number using your phone's keypad. Memorize this number**. Like when using a debit card, you'll be asked to enter it whenever you make a purchase using your P-EBT food benefits with your NYS Medicaid card.

You're now ready to use your P-EBT food benefits to purchase food at any participating food store! Most food stores accept EBT payments. Just look for the 'Quest' logo or ask at the store before shopping.

**You can check your account balance at any time by calling 1-888-328-6399**, by visiting <http://www.connectebt.com/>, or by having the cashier check your balance at the register at any participating food store.

For a detailed walkthrough of these instructions view the **Activating a NYS Medicaid Card for P-EBT Food Benefits** video at <https://youtu.be/EwwFPUDLX8o>.