

Summer EBT Frequently Asked Questions



Q: When can I purchase foods?

A: You have three benefit months:

May 15-Aug. 14

June 15-Aug. 14

July 15-Aug. 14

Unused benefits roll over each month and all benefits expire at midnight on Aug. 14.

Q: What if my item does not scan as an approved item at the register?

A: You may have selected a food item that is the wrong size or wrong brand.

- You may not have enough of that item in your balance.
- You can choose to pay for that item or tell the cashier to void the item.
- You can report the item to our office so we may investigate. If possible, take a picture of the UPC and label, or write down the UPC, brand and package size. You may call the Summer EBT office at (580) 272-1178 or (844) 256-3467 while in the store (8 a.m. to 5 p.m. Monday-Friday).
- You can use the Summer EBT Shopper App to help you find approved foods and check to see if they are in your balance.

Q: If the store is out of certain items like milk or bread, will I lose my benefits?

A: Summer EBT benefits now roll over each month. You do not have to worry about your benefits expiring until midnight on August 14.

- We recommend you start shopping at the beginning of the benefit period and shop throughout the month to ensure you get all your benefits. You can shop multiple times in a month.
- You can try shopping at another approved store in your area.

Q: Can I get 2% or whole milk with summer EBT?

A: No, Summer EBT cards cannot be used to buy whole milk or 2% milk. Summer EBT allows low fat (1% or ½ %), fat free (skim) milk and buttermilk.

- Low fat milk is a healthy choice for you and your family.
- We understand some people are not used to the taste of low fat milk.
- Here are some tips for introducing low fat milk to your family:
 - When moving to low fat milk, take your time.
 - Try mixing whole or reduced fat (2%) with the low fat milk for a few days. This will help your kids get used to the new taste. After a few days try using only the low fat milk.
 - Try using the low fat milk in your cereal.

Summer EBT for Children is an initiative of the Chickasaw Nation.

This institution is an equal opportunity provider.

This material is based upon work that is supported by the Food and Nutrition Service, U.S. Department of Agriculture.



Q: My child is lactose intolerant. Are there other milk options?

A: Yes, you can buy lactose free milk with your Summer EBT card. It must be fat free or low fat.

Q: My family cannot drink all the milk before it expires. What should I do?

A: If you have freezer space, milk can be frozen.
There are also shelf stable milk options such as dry milk (powder milk) and evaporated milk (canned milk).

Q: I have two kids and tried to buy a 2-pound block of cheese. Why was it denied?

A: Cheese must be bought in a one pound (16 oz) package only. If you have two children, you can purchase two packages that are one pound (16 oz) each.

Q: I have 8 oz of cereal left on my benefits but I cannot buy an 8 oz box. What can I do?

A: When buying cereal, planning ahead is the best way to take advantage of all your benefits. Before you make your purchases, add up the total amount of your boxes to make sure you are getting the most out of your benefits.
Each child is issued 18 oz of cereal each month. You can buy cereal boxes from 11.8 oz to 36 oz. Benefits roll over so if you have a remaining balance from the first month, it will be added to your balance for the second month.
Your benefits expire at midnight on Aug. 14.

Q: What if the store does not have a 16 oz loaf of bread?

A: Approved stores must carry bread in the correct size. The store may be out of stock.

Ask store personnel if they have 16 oz loaves of bread anywhere else in the store or in the back of the store.

If the store is out of stock, ask a store manager when their next shipment comes in so you can plan your next shopping trip.

You can buy other whole grain options including brown rice, bulgur, oatmeal, soft corn tortillas, whole wheat pasta and whole wheat tortillas. See your food card for the approved package sizes.

Q: My child is allergic to gluten, what can I get instead of bread?

A: Soft corn tortillas are a gluten free alternative to bread. Look at your food card for package sizes.

Summer EBT for Children is an initiative of the Chickasaw Nation.

This institution is an equal opportunity provider.

This material is based upon work that is supported by the Food and Nutrition Service, U.S. Department of Agriculture.



Q: Why did I have to pay for my fruits and vegetables when I have money in my balance?

A: Sometimes items will have a new barcode that we do not have in our system. We see this most often with fruits and vegetables. If you find something that is not approved by Summer EBT but you think it should be, take a picture of the barcode or write down the number and give us a call to let us know. The store is unable to add items to our approved list, but we can look into it and add the item if it is something that should be approved.

Q: How do the peanut butter/beans/peas buying options work?

A: Each child is issued one unit in the peanut butter/beans/peas category.

1 container of peanut butter

OR

1 pound of dry beans

OR

4 cans of canned beans (4 cans = 1 unit)

Your food card shows container/can sizes, brands allowed and items not allowed. You can use the Summer EBT Shopper App to help you find approved foods and check to see if they are in your balance.

Summer EBT for Children is an initiative of the Chickasaw Nation.

This institution is an equal opportunity provider.

This material is based upon work that is supported by the Food and Nutrition Service, U.S. Department of Agriculture.

