



1. Wait times at the P-EBT call center average 7-10 minutes.
2. Mondays are the busiest day at the call center with much longer hold times. If possible, parents should try calling on other days of the week.
3. We also see a jump in P-EBT call center hold times later in the day each day.
4. Parent review requests are being reviewed on a daily basis, and parents will receive update emails about their requests.
5. The P-EBT Call Center will be closed on Thanksgiving Day.

*Parents can get more information
about P-EBT by:*

- Calling the hotline at 1-833-316-2423, Monday – Friday from 8:30-5:30.
- Chatting live with a P-EBT customer service agent at www.mdhs.ms.gov/pandemic-ebt-p-ebt/ on the bottom right side of the page.
- Reading the [2022 P-EBT FAQs](#) available on the [MDHS website](#)

Parent FAQs about P-EBT Cards

[CLICK HERE FOR MORE INFORMATION](#)