

Your Food Assistance and FIP Benefits during the Pandemic

How have my Food Assistance and Family Investment Program (FIP) benefits changed during the COVID-19 Pandemic?

- If you were due to send in your review forms to renew your Food Assistance and FIP benefits in March, April, or May you will not have to do that.
- All March, April, and May Food Assistance and FIP cases that were due for renewal were automatically given six more months of eligibility.
 - March cases will now have review forms due in September.
 - April cases will now have review forms due in October.
 - May cases will now have review forms due in November.
 - The review forms will be mailed to you closer to the new renewal date.

Will I get more Food Assistance benefits in April and May?

- To help during the pandemic, lowans who have Food Assistance benefits in April and May will get the maximum monthly amount for the number of people in your Food Assistance household. See the chart below.
- The increased amount of benefits for April and May will appear in your EBT account automatically with your normal monthly benefits as shown in the chart below. You do not have to do anything to get the additional benefits.

Household Size	Monthly Amount of Food Assistance in April and May
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1018
8	\$1164
9	\$1310
10	\$1456
11	\$1602
12	\$1748
13	\$1894
14	\$2040
15	\$2186
16	\$2332

Food Assistance Monthly Benefits Issuance Chart	
A – B	1 st day of each month
C – D	2 nd day of each month
E – G	3 rd day of each month
H – I	4 th day of each month
J – L	5 th day of each month
M – O	6 th day of each month
P – R	7 th day of each month
S	8 th day of each month
T – V	9 th day of each month
W – Z	10 th day of each month

If I have changes I need to report, how do I do that?

- Please call the Call Center at **1-877-347-5678** so your benefits may be updated.

How do I check the amount of benefits on my Food Assistance EBT card?

- The fastest and easiest way to check your balance is to visit www.ConnectEBT.com
- You can set up a new account easily with the following information:
 - Your social security number, date of birth, number on the front of your EBT card, a user ID, and password.

I lost my Food Assistance EBT card, how do I get a new one?

- You can call 1-800-359-5802, 24 hours a day, 7 days a week to get a new card mailed to you.

How do I apply for Food Assistance or FIP benefits?

- The fastest and easiest way to apply for benefits is to complete the online application located at: <https://www.dhs.iowa.gov/how-to-apply>
- If you don't already have Food Assistance benefits and apply anytime in April you will get the full monthly maximum amount of benefits for your household size, if you are eligible. If you apply anytime in May you will get the full monthly maximum amount of benefits for your household size for May, if you are eligible.

I lost my FIP Mastercard, how do I get a new one?

- You can call 1-844-207-3225, 24 hours a day, 7 days a week, to get a new card mailed to you.

How do I check the amount of benefits on my FIP Mastercard?

- The fastest and easiest way to check your balance is to visit www.GoProgram.com
 - You can set up your account by clicking on the Register Your Account button on the front page of the website.