

A CA EBT Out of State Usage - Concierge Staff

REVISION 46
(01/01/18 - 12/31/18)

When the participant registers at Concierge desk Concierge staff complete the following:

- Determine the needs of the participant.
- When the participant states they have received a notice concerning their TANF benefits, complete the following:

Review CAP 1 and CAP2.

Review Notice History (NOHS) for X048 or X058 notice(s).

If either of the above notices are found, go to INDA and complete the following:

- When it is determined that the EBT out of state (OOS) contact notice and EBT OOS results are not documented, place the case on QA tracker.
- If EBT OOS contact notice and EBT OOS results are documented, determine any additional assistance the participant may need.