

B CA EBT Out of State Usage - Q&A Tracker Staff or In-Person Interviews

REVISION 47
(01/01/19 - 12/31/19)

Workers pulling from the Q&A track complete the following:

- Informs the participant they need to speak to a specialized worker.
- From the designated area, dial 1-855-432-7587 and hand the participant the phone.
- When the participant has completed their conversation and hangs up, ask if there are any other questions or services needed at this time.
- When no, thank the participant and close the action on the Q&A tracker.
- When yes, address the other questions or services.

Workers conducting an In-Person Interview complete the following:

- At the end of the interview, inform the participant they need to speak to a specialized worker.
- Dial 1-855-432-7587 and hand the participant the phone.
- When the participant has completed the conversation and hangs up, ask if there are any other questions or services needed at this time.

When no, thank the participant and end the interview.

When yes, address the other questions or services.