

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

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

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

- Review of CAP 1 and CAP2.
- Review of NOHS for the X048 or X058 notice(s).
- Review of CADO to determine if action on the notice(s) have been completed.
- If OOS spending has not been addressed, inform customer they need to speak to a specialized eligibility worker.
- Dial 1-833-397-3155 and hand customer the phone (from the designated area)
- Once customer has completed conversation and hangs up, ask the customer if there are any other questions or services needed at this time.
- If no, thank the customer and close the action on the Q&A tracker.
- If yes, address the other questions or services.