

C CA EBT Out of State Usage - Conduent Staff

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

For calls to Conduent the following is completed:

- 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 no documentation is found on INDA to support any actions were taken on either of these notices, explain to customer that they need to speak to a specialized eligibility worker and that you will be transferring them to that person. Provide 1-833-397-3155 in the event they are disconnected or the call does not go through, transfer to 1-833-397-3155. Explain this toll free number is only to address this notice and not for any other actions.