

D CA EBT Out of State Usage - All FAA Workers

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

The specialized worker completes the following:

- Obtains AZTECS case number
- Adds the participant to the 712C Lobby FAST tracker - V&E
- Claims the participant from the tracker
- Reviews CAP1 and CAP2
- Reviews NOHS for X048 or X058 notice(s)

Review the case file to determine if the participant has already spoken with a specialized worker on one of these notices.

- When the participant has already spoken to a specialized worker, ask the participant how we can help them, assist the participant, and thank them for calling in.
- When the participant has not already spoken to a specialized worker, complete the EBT Card Out of State CA Usage Questionnaire (FAA-1596A) form and document the case file with a summary of the outcome regarding the out of state spending discussion.
- When the specialized worker determines the participant is a resident of Arizona complete the following:
Go to the INDA screen
Complete the EBT OUT OF STATE RESULT field using the NQ code
- When residency cannot be established or is questionable refer the participant to OIG, using the Submit to OIG button provided on the bottom of the electronic FAA-1596A form and complete the following:
Go to the INDA screen.
Complete the EBT OUT OF STATE RESULT field using the RQ code - residency questionable, referred for investigation.
- When the investigation confirms that the participant is a resident of Arizona complete the following:

Go to the INDA screen.

Complete the EBT OUT OF STATE RESULT field using the VN code – investigation complete, participant resides in Arizona.

- When the investigation confirms that the participant is not a resident of Arizona complete the following:

Go to the INDA screen.

Complete the EBT OUT OF STATE RESULT: field using the VR code – investigation complete, participant does not reside in Arizona.

Update the address on ADDR.

Key the RS code on the AFED screen and close the case allowing for NOAA.

Key the RS code on the FSED screen and close the case allowing for NOAA.

Go to the NORE screen and send all closure notices allowing for NOAA.

Document the case file about the out of state discussion and closure actions.