

D CA EBT Out of State Usage – Specialized workload

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

For calls to Conduent, the following is completed:

- Obtains AZTECS case number.
- Adds customer to the 712C Lobby FAST tracker- V&E.
- Claims customer from the tracker.
- Reviews CAP1 and CAP2.
- Reviews NOHS for X048 or X058 notice(s).
- Reviews CADO to determine if the customer has already spoken with a Specialized worker on one of these notices.
- When the customer has already spoken to a specialized worker, ask the customer how we can help them, assist the customer, and thank them for calling in.
- When the customer has not already spoken to a specialized worker, complete the FAA-1596AFORFF form and document CADO with a summary of the outcome regarding the out of state spending discussion.

NOTE If residency cannot be established or is questionable refer to OIG and proceed to the next steps

- When the specialized worker determines the customer 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 the customer is found to live out of state complete the following:

Go to INDA and complete the EBT OUT OF STATE RESULT: field using the VR code

Update address on ADDR

Review CAP2 for all programs open

Go to the AFED screen and close case with RS code allowing for NOAA

Go to the FSAD screen and close case with RS code allowing for NOAA

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

Document CADO a summary of the out of state discussion and closure actions

Review HEAplus and discontinue open MA case due to residency when there is an open MA case

Review HEAplus for discontinuance letter(s)

Document HEAplus case notes with reason for discontinuance

- Close customer on tracker as complete