

## 06 Returned Mail - Overview

Returned mail is mail that is returned by the U.S. Postal Service. Loss of contact may occur when FAA or AHCCCS has received mail returned by the U.S. Postal Service.

Policy and procedures regarding returned mail are outlined as follows:

- [Returned FAA Mail](#)
- [Returned AHCCCS Mail](#)

<b>MA EXCEPTION</b>
<p>When mail for a participant identified as homeless is returned by the U.S. Postal Service, complete the following:</p>
<ul style="list-style-type: none"><li>• Document CADO or the CADO Extension Form (CEF) to state that mail has been returned and that the budgetary unit is homeless.</li><li>• Place the returned mail in the <a href="#">case file(g)</a>.</li></ul>
<p><b>NOTE</b> DO NOT stop the homeless participant's MA because mail has been returned by the U.S. Postal Service.</p>

### A Returned FAA Mail

[REVISION 25](#)  
(07/01/13 -09/30/13)

When mail sent to the participant by FAA is returned to the local office, complete the following:

- Review the [case file\(g\)](#) and ADDR to ensure that the address is keyed correctly.
- Review the case file and CADO or the CADO Extension Form (CEF) for any documented information of a reported address change.

When the address is incorrect, complete the following:

- Key the correct address on ADDR.
- Send the returned mail to the PI. Place the original stamped envelope in the case file.
- Document CADO or the CEF with the actions taken.

When a change of address has been reported, complete the following:

- Follow the procedures outlined in [Change of Address](#).
- Send the returned mail, and when necessary, the [appropriate notice](#) to the PI.
- Place the original stamped envelope in the case file.

When a change of address has not been reported, complete the following:

- For NA, stop benefits, allowing for [NOAA](#).
- For CA, stop benefits, allowing for [Adequate notice](#).
- For MA, identify the reason the mail has been returned. [Adequate notice](#) is required when returned mail was stamped by the U.S. Postal Service indicating no known forwarding address.
- Key the LC Denial or Closure Reason Code on AFED, FSED, and MADA, as appropriate.
- Send the [C200 notice](#).

[For MA after 2013](#)  
[See the EPM](#)

(For policy and procedures regarding returned mail, see [Returned Mail](#))

#### EXCEPTION

When the program is assigned to [Simplified Reporting](#), treat the returned mail as a change with an unknown effect. (See [Unknown Effect](#)) Send the [C011 notice](#) requesting verification of the participant's address. When the participant does not respond or the notice is returned by the U.S. Postal Service, complete the following:

- Stop benefits, allowing for [NOAA](#).
- Key the LC Denial or Closure Reason Code on AFED and FSED, as appropriate.
- Send the C200 notice.

NOTE Simplified reporting does not apply to MA.

**WARNING**

When the participant contacts the local office before the effective date of closure, reopen the case on REPT.

**B Returned AHCCCS Mail - Overview**

[For MA after 2013](#)  
[See the EPM](#)

Mail may be sent by AHCCCS to an MA participant determined eligible for MA by FAA. When this occurs and the mail has been returned to AHCCCS, AHCCCS forwards the returned mail to [Research and Analysis](#) (R&A) when a new address has not been reported.

Policy and procedures regarding returned AHCCCS mail are outlined as follows:

- [Returned AHCCCS Mail - R&A Responsibilities](#)
- [Returned AHCCCS Mail - MA Only](#)
- [Returned AHCCCS Mail - Combination Case](#)

**C Returned AHCCCS Mail - R&A Responsibilities**

[For MA after 2013](#)  
[See the EPM](#)

When returned AHCCCS mail is forwarded to RA, R&A completes the following:

- Identifies the reason that the mail was returned.
- Reviews CAP2 to determine the following:

The status of the MA program

The status of other programs attached to the case

**NOTE** When REC'D, REGREC, or REVREC display in the STATUS field on CAP2 for any program, R&A documents the information on CADO or the CADO Extension Form (CEF). No further action is required.

- Reviews AZTECS to determine whether a new address has been reported.

When a new address has been reported, no further action is required.

When a new address has not been reported, R&A completes the appropriate actions depending on the following:

- The reason the mail was returned.

Send [adequate notice](#) for MA when returned mail was stamped by the U.S. Postal Service with any of the following reasons:

- Address Unknown
- Attempted, Not Known
- Does Not Live Here
- Forward Time Expired
- No Longer At This Address
- Not At This Address

Send NOAA for MA when returned mail was stamped by the U.S. Postal Service with any of the following reasons:

- Discharged
- No Reason Given
- Not Deliverable As Addressed
- Unclaimed

- The case is an MA Only or combination case.
- The status of other programs attached to the case.

## D Returned AHCCCS Mail - MA Only

[For MA after 2013](#)  
[See the EPM](#)

When R&A receives returned AHCCCS mail and the case is an MA Only case, R&A completes the following:

- Stops MA and sends the [C200 notice](#) when the MA case is open.
- Documents GADO or the GADO Extension Form (CEF) with the action taken and the reason for the action.

- Sends an e-mail to the Local Office Manager of the office where the case is located to inform them of the action taken.
- Retains the original STAMPED envelope for six months.

**WARNING**

When the participant contacts the local office before the effective date of closure, reopen the case on REPT.

**E Returned AHCCCS Mail - Combination Case**

**REVISION 09**  
(07/01/09 – 09/30/09)

[For MA after 2013](#)  
[See the EPM](#)

When RA is notified of returned AHCCCS mail and the case is a combination case, R&A completes the following:

- Stops MA and sends the C200 notice when the MA case is open.
- Sends the [C011 notice](#) to inform the PI that the following benefits may be stopped when they fail to contact the local office by the due date:

CA

NA

- Sends an e-mail to the Local Office Manager of the office where the case is located to inform them of the action taken.
- Documents CADO or the CADO Extension Form (CEF) with the action taken and the reason for the action.
- Retains the original STAMPED envelope for six months.

The local office completes the following:

- Monitors the case and completes one of the following:

Takes appropriate action when the participant contacts the local office by the due date on the C011 notice.

Stops the following benefits when the participant does not contact the local office by the due date on the C011:

• CA

• NA

- Sends the [appropriate notice](#).
- Documents CADO or the CEF with the actions taken and the reason for the actions.

**WARNING**

When the participant contacts the local office before the effective date of closure, reopen the case on REPT.