

.02 NA 36-Month Approval Period MAC Requirement



This section includes NA Mid Approval Contact (MAC) information for NA budgetary units assigned an approval period of 36 months.

Policy

Mid Approval Contact (MAC) is required for budgetary units when they no longer meet the Elderly Simplified Application Project (ESAP) criteria, and the case is converted to regular NA. (See [ESAP](#) for more information regarding ESAP policies and procedures.)

Changes in **any** of the following may result in the conversion of an ESAP budgetary unit to regular NA:

- An addition of a new participant under the age of 60
- Started working
- Started self-employment

All of the following applies to the budgetary unit when they no longer meet ESAP criteria, and the case is converted to regular NA:

- The approval period remains in the current 36-month status
- The budgetary unit's change reporting requirements are assessed and either remain as simplified reported or changed to standard reporting
- The budgetary unit is required to complete a MAC when the case converts before the 17th month of the 36-month approval period. (See [Example 1](#))

NOTE ESAP cases that convert to regular NA in the 17th month or later in the 36-month approval period are not required to complete a MAC. (See [Example 2](#))

The MAC process provides up to two opportunities for the participant to comply with the MAC requirements before their NA benefits are closed and another 30 calendar days to comply after NA closure. The budgetary unit's eligibility can only be reinstated without a new application or interview when **all** of the following are met:

- When the missing report, information, or verification is received by the FAA office within 30 calendar days of the date of closure
- At least one month is remaining in the approval period

The participant can respond to the MAC using **any** of the following:

- MyFamilyBenefits
- OnBase Mid Approval Review Unity Form
- Interactive Voice Recognition (IVR) Voice or Phone keypad
- F027 notice

- Nutrition Assistance (NA) Mid Approval Contact (FAA-1108A) form
NOTE The FAA-1108A form should be used for in-person contact and when the OnBase Mid Approval Review Unity Form is not available to use.
- An official application which includes, and is not limited to, **any** of the following:
ESAP Application (FAA-1821A English and Spanish)
Application for Benefits (FAA-0001A English and Spanish)
NOTE An official application can be used to respond to the MAC when all required information is completed, and the document is signed. The application meets the MAC requirements.

A completed MAC form includes **all** of the following:

- Name of the participant
- Responses to all the questions
- Signature of the [PI\(g\)](#) or their Authorized Representative

The following notices are associated with the MAC process:

- MID APPROVAL CONTACT FORM (F027) notice
- MID APPROVAL CONTACT CLOSURE (F026) notice (adequate notice for closure)

The NA budgetary unit is required to complete and return the MAC form and provide all verification, when requested, to continue receiving benefits.

The MAC form informs the participant of **all** of the following:

- The requirement to complete the MAC form.
- Due date to return the completed and signed form.
- The requirement to answer all the questions on the form.
- The consequences of failing to complete and return the form.
- The requirement to complete the appropriate section within the form, when any question is answered with a Yes.
- The requirement to sign the certification section attesting to the truthfulness of all the information being provided, and the understanding that reported changes may cause a decrease or closure of benefits.
- Options for how to return the form.

When an initial MAC notice is sent and the participant fails to respond or responds with an incomplete MAC form, a second MAC notice sent. The second MAC notice is a reminder and provides the budgetary unit with a second opportunity to comply with the MAC process.

NA Mid Approval Contact Process

The first F027 notice is mailed to the participant on the 2nd workday of the 17th month. The notice requests the participant to answer all questions, sign, and return the form within 10 calendar days.

When the participant does not respond to or fails to submit a completed MAC form by the due date, a second F027 notice mails to the participant.

NOTE The MAC form is incomplete when the participant fails to sign the form or answer all the questions. When an incomplete MAC form is received, the second F027 notice is sent allowing the participant another opportunity to comply with the MAC requirements.

The second F027 informs the participant that no response was received, or the MAC form was incomplete. This gives the participant another opportunity to answer all the questions, sign and return the form within 10 calendar days.

When a completed and signed MAC form is received and all of the questions are answered with a No, the MAC process is complete. When a completed and signed MAC form is received and one or more of the questions are answered with a Yes (a change is reported), verification may be requested. The change is affected for all open programs.

When the participant does not respond to the second F027, the F026 notice is sent allowing for adequate notice and NA benefits are stopped effective the 19th month.

Eligibility can be reinstated for budgetary units that have become recently ineligible due to failure to provide required information or verification. Eligibility can be reinstated without requiring the budgetary unit to file a new application when the budgetary unit takes the required action needed within 30 calendar days of the effective date of closure.

Procedures

When the budgetary meets the 36-month Mid Approval Contact (MAC) requirements, the process is completed manually. The manual process includes **all** of the following:

- Setting the free form ACTS alert
- Sending the first or second F027 notice
- Sending the F026 Notice
- Closing the NA benefits
- Updating INDA with a Y in the MAC RECD field

ESAP Free Form Alert is Due

When changes are reported on an Elderly Simplified Application Project (ESAP) case resulting in the case to convert to regular NA before the 17th month of the approval period, a free-form ACTS alert stating ESAP TO REGULAR MAC SEND F027 is set.

Complete **one** of the following when the free form alert is due:

- When the free form alert is first due (set to the first day of the 17th month), complete **one** of the following:

When the case is identified as an ESAP case, close the alert. MAC is not required.

When the case is identified as a regular NA case, complete **all** of the following:

- Send the first F027 notice allowing the [PI\(g\)](#) 10 calendar days to provide the information.
 - Extend the free form alert to the workday after the information due date.
 - Assign the case to the appropriate site code, when needed.
- When the extended free form alert is due the first time (one F027 sent), complete **one** of the following:

When no response is received from the first F027, complete **all** of the following:

- Send the second F027 notice allowing the PI 10 calendar days to provide the information.
- Extend the free form alert to the workday after the information due date.
- Ensure the case is assigned to the appropriate site code.

When a response is received and the participant provides an incomplete MAC form, complete **all** of the following:

- Send the second F027 notice allowing the PI 10 calendar days to provide the information.
- Extend the free form alert to the workday after the information due date.
- Ensure the case is assigned to the appropriate site code.

When the participant provides a complete MAC form with no changes reported, complete **all** of the following:

- See [Compliance with No Change Reported](#) for procedures.
- Close the free form alert.

When the participant provides a complete MAC form with changes reported, complete **all** of the following:

- See [Compliance with a Reported Change](#) for procedures.
- When additional verification is needed, extend the free form alert to the workday after the information due date.
- When the change is complete with the information provided and no additional verification is needed, close the free form alert.

- When the extended free form alert is due again (two F027 forms sent or checking on verification requested), complete **one** of the following:

When a complete MAC form was previously received with changes and verification was requested, process the change and close the free form alert.

When no response is received from the second F027 or the form is incomplete, see [Noncompliance - Failure to Complete a MAC Form](#) for procedures. Close the free form alert.

When the participant provides a complete MAC form with no changes reported, see [Compliance with No Change Reported](#) for additional procedures. Close the free form alert.

When the participant provides a complete MAC form with changes reported, see [Compliance with a Reported Change](#) for additional procedures. Close the free form alert.

Compliance with No Change Reported

When **any** of the following completed MAC document types are uploaded to OnBase, AZTECS automatically displays a Y in the MAC RECD field on INDA:

- MyFamilyBenefits
- OnBase Unity Form
- Interactive Voice Recognition (IVR) Voice or Phone keypad
- X027 or F027 Notice
- FAA-1108A
- Official completed application

Review the UNCLEAR INFO indicator field on INDA and complete **one** of the following:

- When the UNCLEAR INFO indicator field on INDA is keyed Y see [MACC - MAC HAS ALL N BUT RESOLVE UNCLEAR INFO](#) for more directions.
- When the UNCLEAR INFO indicator is blank the budgetary unit's compliance with the Mid Approval Contact (MAC) process is complete. No further action is needed from FAA. The budgetary unit is eligible to receive their NA benefits for the remainder of the approval period.

Compliance with a Reported Change

Review the UNCLEAR INFO indicator field on INDA and complete **one** of the following:

- When the UNCLEAR INFO indicator field on INDA is keyed Y see [MACC - MAC CHANGE AND RESOLVE UNCLEAR INFO](#).
- When the UNCLEAR INFO indicator is blank, send the INFORMATION NEEDED – NA (F011) notice and allow the budgetary unit 10 calendar days to return the verification.

Noncompliance - Failure to Provide Verification

When the participant fails to provide the requested mandatory verification, close the case using the appropriate Denial Closure Reason Code, allowing for NOAA. Send the NA Denial Closure (F200) notice and document the case file.

When the budgetary unit fails to provide verification of allowable expenses, do not stop the benefits. Determine the benefits without the deduction allowing for NOAA.

Noncompliance - Failure to Complete a MAC Form

When the budgetary unit fails to provide a completed MAC form, stop the NA benefits allowing for adequate notice. Send the F026 notice. No additional notice is required.

When the participant complies after case closure but prior to the effective date of closure, revert the NA program to open on REPT using the MACA (MID APPROVAL CONTACT COMPLIANCE) REPT Code.

When the participant complies within 30 calendar days after the effective date of closure, a new application is not required when there is at least one month remaining in the approval period. For more information, see [Reopening Reasons](#).

Revert the NA program to open on REPT using the NAWA REPT Reason Code. Benefits will be prorated for the remainder of the approval period beginning on the date the budgetary unit takes the required action to reestablish eligibility.

Verification

When no changes are reported, **any** of the following completed and signed MAC forms are the only verification needed:

- MyFamilyBenefits
- OnBase Unity Form
- Interactive Voice Recognition (IVR) Voice or Phone keypad
- F027 notice
- FAA-1108A form (for in-person contact only)

NOTE The MAC form must be signed, and all questions answered to be considered a completed form.

When a change is reported, additional verification may be needed. Required verification depends on what change is reported.

AZTECS Keying Procedures

When a completed and signed MAC form is received, key Y in the MAC RECD field on INDA. The budgetary unit's compliance with the Mid Approval Contact (MAC) process is complete.

When verification is needed, send the INFORMATION NEEDED – NA (F011) notice and allow the budgetary unit 10 calendar days to return the verification.

When the budgetary fails to provide a completed MAC form, stop the NA benefits using the IV Denial Closure Reason Code allowing for adequate notice. (See [Notifying Participants of Actions Regarding Their Benefits](#) for more information about adequate notice.)

Examples

- 1) Maria's NA benefits are approved for the months of 01/2019-12/2021.
Maria is an ESAP-eligible participant. Maria reported on 01/05/2020 that she gains custody of her 10-year-old grandchild. The change is processed on 01/10/2020, resulting in Maria's case to be converted to regular NA during the 13th month of the 36-month approval period. Since the conversion occurs before the 17th month of the 36-month approval period, Maria is required to complete the MAC process.
- 2) Maria's NA benefits are approved for the months of 01/2019-12/2021.
Maria is an ESAP-eligible participant. Maria reported on 04/28/2020 (the 16th month of the 36-month approval period) that she gains custody of her 10-year-old grandchild. The change is processed on 05/04/2020 (the 17th month of the 36-month approval period) resulting in Maria's case to be converted to regular NA. Since the conversion occurs during or after the 17th month of the 36-month approval period, Maria is not required to comply with the MAC process.

Legal Authorities

2150063 – AZ Reinstatement Waiver Extension
ESAP Demonstration Project Waiver
7 CFR 273.12(a)(5)(ii)(B)
7 CFR 273.12(a)(5)(ii)(B)(1 – 4)
7 CFR 273.12(a)(5)(ii)(C)
7 CFR 273.12(a)(5)(iii)
7 CFR 273.12(a)(5)(iii)(B)
7 CFR 273.12(a)(5)(iii)(D)
7 CFR 273.12(a)(5)(iii)(E)
7 CFR 273.12(a)(5)(iii)(G)(1 – 3)
7 CFR 273.12(a)(5)(iv)
7 CFR 273.12(a)(5)(v)
7 CFR 273.12(a)(5)(vi)

[Prior Policy](#)

last revised 08/28/2023