

.04 NA Mid Approval Contact Process – Incomplete X027

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

The MID APPROVAL CONTACT FORM (X027) notice is incomplete when one or both of the following occurs:

- No signature. (See [Signing the Application](#))
- One or more of the questions are not answered

When an incomplete X027 is received, AZTECS automatically completes both of the following:

- Displays a Y in the MAC RECD field on INDA when the X027 is uploaded to OnBase with the MID APPROVAL CONTACT (FAA1108A, X027, or F027) Document Type
- Generates the MACC - MID APPROVAL CONTACT CHANGE ACTS Alert. The ACTS Alert assigned by AZTECS is due three [workdays\(g\)](#) from the date the alert is generated.

When the X027 is missing a signature, complete the following:

- Review INDA to ensure Y is keyed in the MAC RECD field. When the field is blank, manually key the Y
- Attempt to obtain a voice signature, (See [Signing the Application](#)) and upload to OnBase.
- When the attempt is not successful, complete the following:
 - Send the F027 allowing for 10 calendar days due date
 - Extend the ACTS alert to the work day after the verification is due
- When the request to obtain a signature is successful, close the ACTS alert
- When the participant fails to provide the requested verification, complete the following:

Stop the benefits allowing for NOAA using the IV Denial Closure code

Close the ACTS Alert

Send the appropriate notice and document the case file

When the participant fails to provide an answer to one or more of the questions, complete the following:

- Review INDA to ensure Y is keyed in the MAC RECD field. When the field is blank, manually key the Y
- Attempt collateral contact with the participant. When the attempt is not successful, complete the following:
Send the F027 allowing for 10 calendar days due date
Extend the ACTS alert to the workday after the verification is due
- When the participant provides the requested verification, close the ACTS Alert
- When the participant fails to provide the requested verification, complete the following:
Stop the benefits allowing for NOAA using the IV Denial Closure code
Send the appropriate notice, and document the case file
Close the ACTS Alert