

A NA Mid-Approval Contact

REVISION 24
(04/01/13 - 06/30/13)

Complete a Mid-Approval Contact at 12 months from the first month of the approval period for an NA budgetary unit assigned a 24-month approval period.

NOTE AZTECS will generate the RV ACTS Alert to conduct the telephone contact in the 12th month of the 24-month approval period.

(See Example [NA Mid-Approval Contact](#))

An [NA representative](#) may complete the Mid-Approval telephone contact.

Conduct the contact by telephone when at all possible. Refer to the current application when contacting the participant. Complete the Nutrition Assistance Mid-Approval Period Contact Questionnaire (FAA-1108A) during the telephone contact to update eligibility. Complete the following:

- Telephone the participant to schedule the Mid-Approval Telephone Contact.

NOTE Ensure that at least one attempt is made to contact the participant. Clearly document the attempt on the FAA-1108A.

When the participant is able to complete the contact when first called, conduct the contact.

When the participant is not able to complete the contact when first called, schedule another telephone contact based on the participant's availability. Send the [C900 notice](#) indicating the agreed upon date.

- The participant may fail to call on the scheduled Mid-Approval Contact appointment date. In this situation, send the [F026 notice](#) to the PI.

The F026 informs the budgetary unit that the NA case will close if the contact is not completed by the date specified on the notice.

When the participant fails to respond within the ten calendar days given on the F026, close the case allowing for [NOAA](#).

- When verification is needed, send the [C011 notice](#) and allow the budgetary unit ten calendar days to return the verification.

Use [collateral contact](#) when possible to obtain needed verification. (See [Verification process](#))

Send the [F027 notice](#) when either of the following apply:

- At least one attempt to contact the PI by phone has been made. Document the attempt on [CADO](#).
- A telephone number is not provided.

The F027 requests that the participant call to schedule a time to complete the Mid-Approval Contact.

Set an alert on [EWAL](#) after the due date to ensure the participant has contacted [FAA](#) by the due date on the F027. Complete the following:

- When the participant fails to call to schedule the contact within the ten day time frame given on the F027, send the F026 notice.
- When the participant fails to respond within the ten days given on the F026, close the case allowing for [NOAA](#).

When it is not possible to complete the Mid-Approval Contact by telephone, conduct a [home visit](#) when requested.

Treat changes reported during the contact by following the procedures as outlined in [Changes](#) with the exception of a one-time only medical expense. The following apply to [medical expenses](#):

- A budgetary unit may report a one-time only medical expense in the first 12-month period. Average the expense over the months remaining in the 12-month period.
- When the expense is reported in the second 12-month period, average it over the months remaining in the second 12-month period.

EXCEPTION

When the medical expense is reported in the 24th month of the approval period, average it over the first 12 months of the next approval period.