

.04 Region QC-100 Responsibilities - CA or NA QC Noncooperation

[REVISION 07](#)
(01/01/09 – 03/31/09)

When the budgetary unit FAILS to cooperate with the QC review, document **CADO**. No additional action is required.

When the budgetary unit REFUSES to cooperate with the QC review, the EI must complete the following:

- Key QC in the CA or FS PROGRAM ALERTS field on PRAP, as applicable. (See [Mandatory Alert Codes](#)) Document CADO or the CADO Extension Form (CEF) with the QC noncooperation.
- Key QC in the DENIAL CLOSURE REASON field on AFED and FSED, as applicable.
- Stop CA or NA, allowing for [NOAA](#) and send the [C217 notice](#).

NOTE The notice advises the budgetary unit that when they reapply for CA or NA, they MUST cooperate with QC before CA or NA can be approved.

- When the CA or NA case is closed, document CADO or the CEF that the budgetary unit must cooperate with QC before CA or NA can be approved. No notice is required.

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

MA WARNING

When an MA participant does not cooperate with the AHCCCS QC process, see [QC Noncooperation for MA](#) for the procedures to determine continued eligibility for the MA budgetary unit.

EXCEPTION

When it is not clear that the budgetary unit cooperated, contact the noted QC supervisor at the phone number listed on the QC-100 before taking action on the case. When the budgetary unit cooperates, do not stop benefits.

When the budgetary unit contacts the local office and agrees to cooperate, give them the phone number to contact QC. (See [OPE Offices](#)) QC notifies the local office when the budgetary unit cooperates.

When the budgetary unit cooperates with QC before the effective date of closure, reopen CA and NA.

When the budgetary unit cooperates with QC after the effective date of closure, the budgetary unit must reapply.