

## **01 Case Record Control (CARC) Procedures**

The CARC screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

After completing the benefit determination for all programs in a case in AZTECS, key the site code on CARC that serves the participant's residential ZIP Code.

Do not change the site code when the site code is **one** of the following:

- 166C - Site Code 166C is used by the Employee Benefits Unit (EBU).
- 169C - Site Code 169C is used by the FAA Refugee Units.
- 171C - Site Code 171C is used to register an application in the DCS Fast Pass Application Process.
- 261C - Site Code 261C is a Hub office which manages other FAA hospital sites.
- 285C - Site Code 285C is used by the FAA Refugee Units.
- 705C - Site Code 705C is used for the NA Elderly Simplified Application Project (ESAP).
- 759C - Site Code 759C is used for Address Confidentiality Program (ACP) cases.
- 845C - Site Code 845C is used with the AZSNAP project.

To change the site code using CARC, complete **all** of the following:

- Ensure there are no outstanding notice situations on NORE
- Determine the office's three-digit site code that serves the participant's residential ZIP Code (See [FAA Offices by Site Code](#))

NOTE Keying the ZIP Code in the CNAP Manual Search field displays FAA Sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk.

- Key the office's three-digit site code in the SITE CODE field on CARC
- Press ENTER
- Return to CARC and key **one** of the following in the UNIT field and the CASELOAD field on CARC based on the status of the case:

Open: UNIT 5 CASELOAD 55 (5-55)

Closed: 7-77

Pending: V-01

Expedite: X-01

Read/Correction: B-01

Transferred: 9-99

Pending an Interview: P-01

- Press ENTER

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**DBME Job Aids in SharePoint**

[CARC Job Aid](#)

[Prior Policy](#)

*last revised 02/27/2023*

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