

FAA5.G Medical Assistance Determination and Authorization (MADA)

01 MADA - Purpose

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

MADA summarizes and displays one of the following results for each participant's eligibility determination:

- PASS
- [FAIL\(g\)](#)
- [PEND\(g\)](#)
- [NOAA](#)

MADA displays the last MA category for which the participant is eligible or has been determined ineligible.

MADA displays the following information for each participant:

- CLIENT NUMBER
- CLIENT NAME
- The MA category for which the participant is eligible or has been determined ineligible

NOTE An asterisk (*) displays next to the MA category when the participant is eligible for [federal emergency services](#) only.

- The participant's renewal due date
- The participant's eligibility results
- The authorizing user PCN

MADA is used to key an [Untimely Reason Code](#) when the MA application is processed after the processing deadline.

MADA is also used to access the following screens used in the MA eligibility determination process:

- MAIM
- 31CD
- MACD

(See [MADA Overview](#))

02 *Medical Assistance Determination and Authorization - Overview*

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

Federal regulations require states to provide Medicaid to participants who meet requirements under [Title XIX](#).

AZTECS determines whether participants meet eligibility requirements for any [MA category](#).

Policy and procedures regarding MA eligibility determinations are outlined as follows:

- [Prospective Eligibility for MA](#)
- [MA New Applications](#)
- [Procedures for Initial Months](#)
- [MA Renewal Applications](#)
- [Conducting the Renewal Interview](#)
- [Establishing MA Renewal Dates](#)
- [Processing Ongoing Months](#)
- [Using Denial Closure Codes](#)
- [Ineligible Dates - MADA](#)
- [Processing Changes](#)
- [MA Voluntary Withdrawals](#)
- [Cascading](#)
- [Auto Exparte](#)
- [MA Notice Requirements](#)

03 *Prospective Eligibility for MA - Overview*

[REVISION 18](#)
(10/01/11 - 12/31/11)

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

Participants can be eligible for MA when they are prospectively eligible as calculated by [AZTECS](#). To be prospectively eligible, participants must meet [MA eligibility factors](#).

Complete the following to determine whether participants are prospectively eligible for MA based on the income limits:

- Use the countable income for the month being determined. (See [Budgeting Income](#), [Budgeting Self Employment](#), and [Budgeting Educational Income](#) for policy and procedures regarding countable income)
- Use allowable expenses for the month being determined. (See [Budgeting Expenses](#) for policy and procedures regarding expenses and deductions. AZTECS displays each participant's MA category based on the [MA eligibility factors](#) for the category.

Participants are considered to be prospectively eligible based on income standards. Eligibility exists when the total countable income meets the limit established for the following categories:

- Participants in [1931](#) must pass the following income tests:
 - [MA Income Maximum Standard](#)
 - [MA Income Standard](#)
- [S.O.B.R.A.](#) participants must pass the appropriate [Federal Poverty Level](#) (FPL).

[AZTECS](#) displays the details of the results of the determinations for the MA categories as follows:

- For [1931](#) budgetary units, on 31CD
- For [Individual MA](#), on MACD

04 MA New Applications-Overview

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

BEFORE denying the application, determine whether participants are potentially eligible for ongoing months.

Follow [procedures for initial months](#) when completing eligibility determinations for new applications.

Process the application up to and including the [current system month\(g\)](#) on the same day.

EXCEPTION

Wait one [workday\(g\)](#) before approving the next month in the following situations:

- When authorizing a 1931 month needed for [TMA](#).
- When a pregnant woman applies and the baby is born before the pregnant woman's approval.

A Procedures for Initial Months

[REVISION 11](#)
(01/01/10 – 03/31/10)

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

MADA displays the RESULT of the eligibility determination for each participant and their applicable MA category. The results can be any of the following:

- [All PASS](#)
- [All FAIL](#)
- [Some PASS, some FAIL](#)

Follow the policy and procedures outlined for the specific situation.

The RESULT may also display as follows:

- PEND
- [NOAA](#)

WARNING

When approving the first month and stopping the second month, NOAA is not required. Send the appropriate MA denial notice.

.01 All Pass

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

Complete the following when MADA displays the result of PASS for all participants:

- Key the user PCN in the AUTH ALL field to authorize approval.
- Copy details on APEM.
- Authorize all months up to and including the [current system month\(g\)](#).
- Send the [M100 notice](#) to inform the PI of the eligibility determination.

.02 All Fail

[REVISION 18](#)
(10/01/11 - 12/31/11)

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

Complete the following when MADA displays the RESULT of FAIL for ALL participants:

- On MAED, review the MA eligibility factors for each participant who failed.

NOTE MAED displays PASS, FAIL, or ???? in the ELIGIBILITY FACTOR fields.

- Identify the reason for ineligibility.

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- On MADA, complete the following when the ineligible reason is the same for ALL participants:

Key the user PCN in the AUTH ALL field.

Key the Denial or Closure Reason Code in the CASE CLOSE/DENY field.

Key the [MA ineligible date](#) in the CASE INELIG DATE field.

Send the appropriate [MA denial notice](#) to the PI to advise of the ineligible reason.

- On MADA, complete the following when the ineligible reason is different for each participant:

Key the following fields for each participant, as applicable:

- User PCN in the AUTH PCN field
- DEN/CL REASON
- INELIG DATE

Press ENTER to authorize denial for all participants.

Send the appropriate denial notice to the PI to inform them of the ineligible reason.

(See [Income Ineligibility](#) for additional policy and procedures)

WARNING

DO NOT authorize a denial for a participant when the date for returning pended verification has not passed and the MA eligibility factor on MAED displays ????.

Complete the following to review detailed summaries for income and resources:

- Place the cursor in the SEL field for the first participant who displays FAIL. Press ENTER.
AZTECS advances to MAVC to display the results of the vehicle resource calculation when the MA category for the participant is [MD](#).
- Press ENTER again and AZTECS advances to MARD for the resource determination results.
- Press ENTER from MARD and AZTECS advances to MAMD for review of the income eligibility determination.

FAA5.G Medical Assistance Determination and Authorization (MADA)

- On MADA, key the following next to each participant as applicable:
User PCN in the AUTH PCN field
DEN/CL REASON
INELIG DATE
- Press ENTER to authorize denial for all participants.
- Send the appropriate denial notice to the **PI** to inform them of the ineligible reason.
- Document CADO or the CADO Extension Form (CEF) with information that supports the eligibility determination.

When circumstances are expected to change in the month following the application month, see [Deny First - MA](#).

.03 Some Pass, Some Fail

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

Complete the following when MADA displays the result of PASS for some participants, and FAIL for some participants:

- On MAED, review the MA eligibility factors for each participant with the RESULT of FAIL.

NOTE MAED displays PASS, FAIL, or ???? in the ELIGIBILITY FACTOR fields.

- On MADA, key the following for each participant who failed:
User PCN in the AUTH PCN field
DEN/CL REASON
INELIG DATE
- Press ENTER to authorize denial for all ineligible participants.

NOTE MADA displays again for authorization of approvals.

- Key the user PCN in the AUTH ALL field to authorize all approvals.

WARNING

Key the user PCN in the AUTH ALL field to authorize ALL approvals ONLY after all denials have been keyed

- Send the [M100 notice](#) to advise the PI of approval for all eligible participants.
- Send the appropriate [MA denial notice](#) to the PI to inform of the ineligible reasons.

.04 Fail Initial Month, Pass the Following Month

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

When all participants FAIL in the application month, but PASS in the following months, complete one of the following:

- When all participants FAIL due to income exceeding the limit, complete all of the following:
Print the MA budgets for the application month.
Deny MA on MADA for the application month.
Send an [M204 notice](#) on NORE for each participant.
Reopen the case on REPT using the ADMN REPT Code.
Change the MA benefit proration date on APMA to the first day of the first eligible month.
Process the application through MADA and authorize benefits.
[Copy details](#) and process each month up to the [current system month\(g\)](#).
Send the [M100 notice](#) on NORE.
- When all participants FAIL due to reasons other than income exceeding the limit, complete all of the following:
Print the MA budgets for the application month.
Change the MA benefit proration date on APMA to the first day of the first eligible month.
Process the application through MADA.

Authorize MA benefits.

Copy details and process each month up to the current system month.

Send the [M106 notice](#).

WARNING

Benefits may be prorated to the third month after the original application date, but not more than 45 days from the application date.

05 MA Renewal Applications - Overview

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

A determination of eligibility for MA is conducted at regularly scheduled intervals. This is completed by conducting a [formal renewal](#) or an [informal renewal](#).

EXCEPTION

Renewal periods might not be at regularly scheduled intervals for the following participants:

- S.O.B.R.A. pregnant women (See [Establishing MA Renewal Dates](#))
- Deemed Newborn (See [Newborn Renewal Requirements](#))

Do not schedule an interview for Health-e-Arizona Plus renewal applications submitted from a medical facility to which AHCCCS has granted the right to complete the FAA interview. (See [Health-e-Arizona Plus Eligibility](#))

Policy and procedures for processing renewal applications are outlined as follows:

- [Conducting the Renewal Interview](#)

NOTE When the participant is receiving MA only and is eligible for full medical services, see [MA Only Renewals](#).

- [Establishing MA Renewal Dates](#)
- [Procedures for Ongoing Months](#)

A Conducting the MA Renewal Interview

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

Complete the following when conducting a formal renewal interview:

- Obtain new verification for those [MA eligibility factors](#) for which there is no current or valid verification in the case. (See [Information Verification](#))
- Complete any required absent parent screens that have not been completed. (See [SPRD](#), and [APSR](#) for additional policy and procedures)
- Review all existing [Division of Child Support Services](#) (DCSS) information. Update all Absent Parent Screens when changes are reported.
- Review HEID to verify the Validation Code in the VR field from the AHCCCS interface. Verify TPL information with the participant. (See [Interface TPL](#))
- Key current information in AZTECS for the renewal month. Process the eligibility determination through MADA.
- Document CADO or the CADO Extension Form (CEF) with information to support the eligibility determination for each participant.
- Send the [M101 notice](#) when the renewal determination results in no change in eligibility.
- Send the appropriate closure notice to the PI advising of MA ineligibility when the renewal determination results in ineligibility allowing for NOAA.

(See [Processing Ongoing Months](#) for additional policy and procedure)

B Establishing MA Renewal Dates

[REVISION 29](#)
(04/01/14 - 05/31/14)

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

AZTECS automatically establishes and displays dates in the CASE RENEWAL DATE field and CL REN DATE field on MADA for each eligible participant in the case. AZTECS sets each participant's renewal dates based on specific factors:

- **S.O.B.R.A.** Women. The date is set for the first day of the second month of the postpartum period.
- Deemed Newborn. The date is set for the first day of the month in which the baby turns one.
- Four Month Continued Coverage. The date is set for the fourth month of Continued Coverage eligibility.
- Transitional Medical Assistance (TMA). The date is set for the sixth month of **TMA** for T1 and T2.
- 12 months after the month of approval for participants approved in the [1931](#) (31), [1931E](#) (3E, 3C, 3W), AHCCCS Care (AC, AM, SA, SM), [S.O.B.R.A. Child](#) (SC), [Young Adult Transitional Insurance](#) (YATI) or [Federal Emergency Services](#) (FES) categories. (See Example [Approval Period 1](#))

Renewal due dates are reflected on the Reviews Due or Overdue ([CR110](#)) report. The report is distributed to local offices to assist in monitoring and scheduling renewal interviews.

C Processing Ongoing Months

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

When **AZTECS** has been updated at renewal, MADA displays one of the following in the RESULT field on MADA for each participant:

- PASS
- FAIL
- PEND
- [NOAA](#)

Policy and procedures for completing the MA renewal process are outlined as follows:

- [Renewal - all PASS](#)
- [Renewal - all FAIL](#)
- [Renewal - some PASS some FAIL](#)
- [AZTECS TMA and Four-Month Continued Coverage](#)

.01 Renewal - All Pass

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

Complete the following when MADA displays the results of PASS in the RESULT field for ALL participants:

- Key the user PCN in the AUTH ALL field. Press ENTER.
- Send the [M101 notice](#) to the PI to advise that all participants remain eligible.

.02 Renewal - All Fail

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

Complete the following for all participants who display FAIL in the RESULT field on MADA:

- On MAED, review the MA eligibility factors for each participant who failed.

NOTE MAED displays PASS, FAIL, or ???? in the ELIGIBILITY FACTOR fields.

- Identify the reason for ineligibility.
- On MADA, key the user PCN in the AUTH ALL field when the ineligible reason is the SAME for ALL participants.
- Participants may be ineligible for different reasons. When this occurs, on MADA, key the following for each participant, as appropriate:

User PCN

DEN/CL REASON

- INELIG DATE

Press ENTER to authorize closure for all participants.

WARNING

DO NOT authorize closure for the participant when the date for returning verification has NOT passed and the [MA eligibility factors](#) on MAED display ????.

- Send the appropriate closure notice to the **PI** to inform them of the ineligible reason for each participant.

.03 Renewal - Some Pass, Some Fail

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

Complete the following when MADA displays PASS for some participants and FAIL for some participants:

- On MAED, review to determine the reason each participant failed.

NOTE MAED displays PASS, FAIL, or ???? for each MA eligibility factor.

- On MADA, key the following for each participant, as applicable:
User PCN in the AUTH PCN field
DEN/CL REASON
INELIG DATE
- Press ENTER to authorize closure of benefits for all participants who fail.
- Key the user PCN in the AUTH ALL field to authorize all approvals.
- Send the appropriate approval and closure notices to inform the **PI** of the determination.

D AZTECS TMA and Four-Month Continued Coverage

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

Participants who fail the 1931 income standard due to earned or unearned income, may be eligible for [TMA](#) or Four-Month Continued Coverage in the following situations:

- For TMA, the specified relative, or either parent in a two-parent budgetary unit, has earnings that contribute to income exceeding the 1931 income standard. (See [T1 Requirements](#))
[AZTECS](#) displays TE in the DEN/CL REASON field on MADA when all requirements are met.
- For Four-Month Continued Coverage, neither parent nor specified relative has earned income, but the budgetary unit received child support income that contributed to income exceeding the 1931 income limits. (See [Continued Coverage Requirement](#))
AZTECS displays IC in the DEN/CL REASON field on MADA when all requirements are met.

The first month of ineligibility may be prior to the closure date. To determine the date to key, see [MA Income Ineligibility](#).

Complete the following after determining the correct date of ineligibility:

- Key the ineligible date in the INELIG DATE or CASE INELIG DATE field. This is the first month the budgetary unit is [prospectively ineligible \(MA\)](#).

WARNING

When the budgetary unit was not eligible for at least three of the prior six months, DO NOT change the TE code.

Key the correct [MA ineligible date](#) on MADA; AZTECS cascades the participants to individual MA categories.

- Key the user PCN in the AUTH ALL or AUTH PCN field, as applicable.
- Press ENTER to authorize ineligibility in the 1931 category.

MADA displays eligibility in the appropriate category.

When participants DO NOT meet TMA or Four-Month Continued Coverage requirements, MADA displays PASS or FAIL in individual MA budgetary units. When this occurs, complete the following:

- Authorize the determination.
- Send appropriate notices.

06 MA Only Renewals - Overview

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

When participants receive MA only and are eligible for full medical services, they MUST complete a renewal of eligibility every 12 months.

The renewal interview may be completed by telephone or home visit, or, when the participant prefers, at the local office.

Policy and procedures regarding MA only Renewals are outlined as follows:

- [MA Only Renewal Process](#)
- [MA Only Renewal Interview Procedures](#)
- [MA Only Renewal No Completed Renewal Form](#)

A MA Only Renewal Process

[REVISION 18](#)
(10/01/11 - 12/31/11)

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

AZTECS sends the [X400 notice](#) to all MA only participants in the month prior to the month their renewal is due only when the case is in the [current system month\(g\)](#).

NOTE A Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form and a Medical Renewal (FAA-1155A) form are mailed with the X400.

The Medical Renewal (FAA-1155A) form instructs the PI to select the method of interview preferred and to return the FAA-1155A to the local office. The PI also selects two dates and times for the interview.

EXCEPTION

Budgetary units with a participant eligible for any of the following are NOT included in the MA Only Renewal Process (the regular [MA Renewal process](#) applies):

- [Deemed Newborn](#) (NB) category
NOTE When deemed newborn coverage is the only active program, see [Deemed Newborn Turning One](#).
- [S.O.B.R.A. Woman](#) (SW) category
- [Emergency Services](#)
- [Transitional Medical Assistance](#) (TMA)

The local office obtains the Reports Due or Overdue [CR110 \(SOP\)](#) report after the first [workday\(g\)](#) of the month. The CR110 identifies participants due for renewal in the following month.

The CR110 is accessed and assigned to an EI by one of the following:

- Local Office Manager (LOM)
- Local Office
- Unit

OST staff pull the [case files\(g\)](#) and transfer each case to the appropriate EI.

Once the report and the case files are received by the EI, review the report to determine which cases should have a renewal completed. When cases need a renewal, complete the following:

- Determine whether another program (CA, NA or a State Assistance Program) is pending and notify the appropriate supervisor to reassign the case, when necessary. The supervisor must ensure that the MA renewal is completed by the responsible EI for the pending program. The regular [MA renewal process](#) applies in this situation.

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- Review **NOHS** to ensure that the X400 was sent.

NOTE When the X400 was not sent because the case was not in the current system month, complete the following:

- Send the [M401 notice](#)
 - Set an [EWAL](#) alert for one day prior to **NOAA**
 - When contact has not been made by the NOAA date, send the [C016 notice](#)
- Await receipt of an FAA-1061A and FAA-1155A from the participant.
 - Place case files needing a renewal in the file cabinet in alphabetical order.

NOTE Once the interview is completed, place the case file in the file cabinet in due date order.

The FAA-1061A and FAA-1155A may not be received by the tenth calendar day of the renewal month or prior workday when the tenth day falls on a weekend or holiday. When this occurs, review NOHS to ensure that the [X051 notice](#) or the [X055 notice](#) was sent by **AZTECS** on the Auto Close Deadline date displayed in [AMPS](#).

WARNING

When the X051 or the X055 has not been sent by AZTECS, send the C016 notice.

AZTECS automatically closes the case and sends the [X460 notice](#) on the date listed in **AMPS**.

When the participant returns the FAA-1061A and the FAA-1155A, complete the following:

- Schedule an interview using one of the two dates and times provided by the participant on the FAA-1155A
- Log the scheduled interview date, time and type on an appointment register.

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- Send the participant a [C900 notice](#) informing them of the interview date and time.

NOTE Allow at least FIVE workdays prior to the interview date when possible. When the participant has requested an interview four workdays or less from the mail date, follow up with a telephone call.

- Key the date the FAA-1155A was received in the RENEWAL APP DATE field on **RERE**.
- Key the interview date in the INTERVIEW/CONTACT DATE AND TYPE field on **INDA**.
- Document **CADO** with the scheduled interview date and time.

When the participant returns the FAA-1061A and the FAA-1155A, after the [Notice of Adverse Action](#) date, but prior to the effective date of closure, see [Late Renewal Applications](#).

B MA Only Renewal Interview Procedures

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

The MA only renewal interview may be completed by phone, home visit, or when the **PI** prefers, at the local office.

Choose the appropriate interview procedures from the following:

- [MA Only Telephone Interview](#)
- [MA Only Home Visit Interview](#)
- [MA Only Local Office Interview](#)

.01 MA Only Renewal – Telephone Interview

REVISION 10
(10/01/09 – 12/31/09)

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

When the participant requests a telephone interview, complete the following:

- Review the [case file\(g\)](#).
- [Upload\(g\)](#) the following AZTECS screens into [OnBase\(g\)](#):
HOSC
HOSU
CAP1
CAP2
CAP3
MABH
- Complete the left side of the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form with information from the case file and **AZTECS** before contacting the participant.
- Call the participant at the scheduled date and time.
- Key Y in the COMPLETED field on INDA, when the interview is completed.
- Review the right side of the FAA-1061A. Explore all discrepancies and explain all verification needed and the due date.
- Sign and date the FAA-1061A.
- Document CADO or the CADO Extension Form (CEF).

When verification is needed, send the [C011 notice](#) to the participant, listing the information needed.

When the participant does not return the requested information, call to ensure that the C011 was received.

NOTE When the participant has not received the information request, send a second request and allow ten additional days to provide.

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

WARNING

When the case is reopened after the last day to close MA listed in [AMPS](#), contact the [FAA Systems Help Desk](#) by telephone for assistance in continuing the medical coverage.

When the participant returns information after the effective date of closure, the participant must reapply.

When the participant cannot be contacted on the interview date, complete the following:

- Attempt to contact the participant at least two times on the first interview date.
- Document the dates and times contacts were attempted on CADO or the CEF.
- Change the interview date on INDA to the second interview date requested on the FAA-1155A.
- Attempt to contact the participant two times on the second interview date.
- Document the date and time of each attempt on CADO or the CEF.
- Key N in the COMPLETED field on INDA.
- Review NOHS to ensure that the X051 notice or the X055 notice was sent by AZTECS on the date listed in [AMPS](#).

WARNING

When the X051 or the X055 has not been sent by AZTECS, send the [C016 notice](#).

AZTECS automatically closes the case and sends the [X460 notice](#) on the date listed in AMPS.

When the participant contacts the local office before close of business on the day of the missed interview, reschedule the interview. (See [Missed Interview - Renewal](#))

.02 MA Only Renewal - Home Visit Interview

[REVISION 10](#)
(10/01/09 – 12/31/09)

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

When the participant requests a home visit, complete the following:

- Review the [case file\(g\)](#).
- [Upload\(g\)](#) the following AZTECS screens into [OnBase\(g\)](#):
 - HOSC
 - HOSU
 - CAP1
 - CAP2
 - CAP3
 - MABH
- Complete the left side of the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form with information from the case file and **AZTECS** before contacting the participant.
- Contact the participant to ensure they will be home at the scheduled date and time.
- Go to the participant's home at the scheduled date and time.
- Review the right side of the FAA-1061A. Explore all discrepancies. Explain all verification needed and the due date.
- Sign and date the FAA-1061A.
- When verification is needed, give the participant an Information Request (FA-077) form listing the information needed and a self-addressed stamped envelope. Give the participant ten days from the interview date to provide.

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- Upon return to the office, key Y in the COMPLETED field on INDA when the interview is completed.
- Document CADO or the CADO Extension Form (CEF).

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

WARNING

When the case is reopened after the last day to close MA listed in [AMPS](#), contact the [FAA Systems Help Desk](#) by telephone for assistance in continuing the medical coverage.

When the participant is not home on the date of the interview, complete the following:

- Leave a business card or note on the door with the following information:
Local office address and telephone number.
Name of the EI who attempted to conduct the interview.
Instructions to contact the local office to reschedule the interview. Note the last day the participant can contact the local office to reschedule.

NOTE When the participant contacts the local office to reschedule, offer the telephone interview as an option.

- Document the date and time of the missed scheduled home visit on CADO or the CEF.
- Key N in the COMPLETED field on INDA.
- Review NOHS to ensure that the [X051 notice](#) or the [X055 notice](#) was sent.

WARNING

When the X051 or the X055 has not been sent by AZTECS, send the [C016 notice](#).

AZTECS automatically closes the case and sends the [X460 notice](#) on the date listed in [AMPS](#).

.03 MA Only Renewal - Local Office Interview

REVISION 10
(10/01/09 – 12/31/09)

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

When the participant requests an office interview, complete the following:

- Review the [case file\(g\)](#).
- [Upload\(g\)](#) the following AZTECS screens into [OnBase\(g\)](#):
HOSC
HOSU
CAP1
CAP2
CAP3
MABH
- Complete the left side of the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form with information from the case file and **AZTECS** before contacting the participant
- Call the participant from the lobby on the scheduled date and time.
- Key Y in the COMPLETED field on INDA, when the interview is completed.
- Review the right side of the FAA-1061A. Explore all discrepancies and explain all verification needed and the due date.
- Sign and date the FAA-1061A.
- Document CADO or the CADO Extension Form (CEF).

When verification is needed, give the participant an Information Request (FA-077) form listing the information needed. Give the participant ten days from the interview date to provide.

FAA5.G Medical Assistance Determination and Authorization (MADA)

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

WARNING

When the case is reopened after the last day to close MA listed in [AMPS](#), contact the [FAA Systems Help Desk](#) by telephone for assistance in continuing the medical coverage.

When the participant does not appear for the scheduled interview, complete the following:

- Document the date and time of the missed scheduled appointment on CADO or the CEF.
- Key N in the COMPLETED field on INDA.
- Review NOHS to ensure that the X051 notice or the X055 notice was sent by AZTECS on the date listed on the AZTECS Monthly Production Schedule (AMPS).

WARNING

When the X051 or the X055 has not been sent by AZTECS, send the [C016 notice](#).

AZTECS automatically closes the case and sends the X460 notice on the date listed in [AMPS](#).

When the participant contacts the local office before close of business on the day of the missed interview, reschedule the interview. (See [Missed Interview - Renewal](#))

C MA Only No Completed Renewal Form

REVISION 10
(10/01/09 – 12/31/09)

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

When the participant calls or comes to the local office, but has not completed the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form, complete the following:

- When the participant is able to complete the interview at that time, complete the following:

Log the interview time, or scheduled interview time, on the appointment register.

Key the interview date in the RENEWAL APP DATE field on RERE.

Key Y in the COMPLETED field on INDA.

Review the [case file\(g\)](#).

[Upload\(g\)](#) the following AZTECS screens into [OnBase\(g\)](#):

- HOSC
- HOSU
- CAP1
- CAP2
- CAP3
- MABH

Complete the left side of the FAA-1061A with information from the case file and **AZTECS**.

Give the FAA-1061A to the participant to complete the right side and sign.

EXCEPTION

When a telephone interview is conducted, complete the right side of the FAA-1061A using information obtained during the interview, and mail the FAA-1061A to the participant for signature ONLY.

FAA5.G Medical Assistance Determination and Authorization (MADA)

Conduct the interview and explore all discrepancies.
Explain all verification needed and the due date.

Sign and date the FAA-1061A.

Document CADO or the CADO Extension Form (CEF).

When verification is needed after a local office interview, give the participant an Information Request (FA-077) form listing the information needed. Give the participant ten days from the interview date to provide.

Leave a message when the participant uses a message phone.

NOTE When the participant has not received the information request, send a second request and allow ten additional days to provide.

When a telephone interview is completed and the participant does not return the requested information or the FAA-1061A, call to ensure that the forms were received. When verification is needed after a telephone interview, send a [C011 notice](#) to the participant listing the information needed. Give the participant ten days from the day after the mail date to provide.

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

WARNING

When the case is reopened after the last day to close MA, contact the [FAA Systems Help Desk](#) by telephone for assistance in continuing the medical coverage.

- When the interview is scheduled for a later date, choose the appropriate interview procedures from the following:
[MA Only Telephone Interview](#)
[MA Only Home Visit Interview](#)
[MA Only Local Office Interview](#)

07 Medical Assistance Determination/Authorization (MADA) Denial or Closure Reason Usage-Overview

REVISION 08
(04/01/09 - 06/30/09)

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

Denial closure reasons are important to the MA eligibility determination process. The closure code used determines when AHCCCS coverage will stop. AHCCCS coverage usually stops at the end of the month, but certain closure codes stop coverage immediately. Codes that stop coverage immediately include, but ARE NOT limited to, DH (Death) and VW (Voluntary Withdrawal).

Closure codes also determine whether MA will stop in one category but continue in another, like TE. TE stops 1931 MA but allows eligibility for TMA.

NOTE Identify the specific reason for denial or closure in the DEN/CL REASON field. Identify the specific ineligible reason in the NOAA sent to the PI. Each notice must identify the reason and use exact verbiage and [legal references](#), Code of Federal Regulations (CFR) reference, and FAA Policy Manual reference. (See [NORE](#) for notice requirements)

Denial closure reason codes determine how AZTECS processes continuing eligibility for each MA category.

NOTE When AHCCCS has taken over the maintenance of MA, the Other Eligibility (OE) closure code displays in the DEN/CL REASON field on MADA. AZTECS auto closes the participant and sends the X461 notice. The AHCCCS Terminated (AT) code displays in the PART RENEW field on CAP2 for these participants.

08 MA Ineligible Dates - Overview

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

MA ineligible dates are important to MA eligibility processing. AZTECS transmits ineligible dates to AHCCCS. In some situations, AHCCCS immediately removes participants from a health plan roster to avoid inappropriate medical payments.

Policy and procedures for determining ineligible dates are outlined as follows:

- [MA Ineligibility Begin Date](#)
- [MA Begin Date Exceptions](#)
- [MA Income Ineligibility Procedures](#)
- [Keying MA Ineligible Dates](#)
- [MA Decision Notice Ineligible Dates](#)

A MA Ineligibility Begin Date

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

Ineligibility begins the first day of the month AFTER the month the change occurs. (See [Reporting Requirements](#))

EXCEPTION

When FAA becomes aware of a change that occurred in the past, the date of ineligibility may be any month prior to the closure date. (See Example [MA Ineligible Begin Date 3](#))

When the change is known to FAA before the month the change occurs, the date of ineligibility is the month the change occurs.

The date of ineligibility is the ACTUAL DATE the event happened in the following situations (see Example [MA Ineligible Begin Date 1](#)):

- Adoption
- Death
- Incarceration in jail or prison
- Move out of state
- [MA Voluntary Withdrawal](#) (when the VW Denial or Closure Code is used)

B MA Income Ineligibility Procedures

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

When establishing the first month of ineligibility, the date of ineligibility may be different than the closure date. (See Example [MA Ineligible Begin Date 2](#))

When MA is approved in error, the date of ineligibility may be the first day of the month of approval. (See Example [MA Ineligible Begin Date 3](#))

When the first month of ineligibility is prior to the current system month, complete the following to establish the first month of TMA or Four-Month Continued Coverage eligibility:

- Calculate a budget using the CA/MA Income Maximum and Needs Test (FA-200-A) form and CA/MA Budget Record (FA-200-B) form for each month benefits were received beginning with the month AFTER the change occurred.
- Compare the budget to the limits listed for the appropriate MA category. (See [MA Income Standard](#) for actual amounts)
- The first month the budgetary unit does not meet the MA Income Standard, is the first month the budgetary unit is prospectively INELIGIBLE for MA. (See Example [MA Ineligible Begin Date 3](#))

NOTE The date of ineligibility cannot be earlier than the month after the month the change occurred, unless listed in [MA Begin Date Exceptions](#).

- Place the FA-200-A and FA-200-B in the [case file\(g\)](#).

C Keying MA Ineligible Dates

[REVISION 13](#)
(07/01/10 –09/30/10)

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

Key the ineligible date on MADA as follows:

- Key the date in the CASE INELIG DATE field only when all participants are ineligible for MA.

- Key the date a participant becomes ineligible in their individual INELIG DATE field, when MADA displays PASS for some participants.

WARNING

When MADA displays PASS, authorize ALL denials and closures first using the AUTH PCN field.

NOTE Dates of ineligibility may be earlier than the AZTECS closure date. (See [MA Income Ineligibility Procedures](#) on how to determine the ineligible date)

When it is discovered that the date of ineligibility keyed in AZTECS was incorrect, complete the following:

- Contact [Research & Analysis](#) to advise AHCCCS of the correct ineligible date.
- Document CADO or the CADO Extension Form (CEF) with the reason the ineligible date is being changed.

D MA Decision Notice - Ineligible Dates

[REVISION 13](#)
(07/01/10 –09/30/10)

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

Decision notices must reflect the [MA Ineligible date](#).

Ensure the actual ineligible date is reflected in the decision notice for any of the situations outlined in [MA Begin Date Exceptions](#).

When it is discovered that the date of ineligibility keyed in AZTECS was incorrect, see [Keying MA Ineligible Dates](#).

09 Processing Changes

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

Participants are required to report changes that may impact eligibility for MA. (See [Changes](#) for those changes that must be reported and reporting time frames)

(See [Processing Ongoing Months](#) for additional procedures)

10 MA Voluntary Withdrawals - Overview

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

MA participants have the right to withdraw from the MA program at any time in one of the following manners:

- [MA Written Withdrawal](#)
- [MA Verbal Withdrawal](#)

When a participant requests to voluntarily withdraw, ask the reason.

Encourage participants not to withdraw from MA. Allowing the PI to withdraw from MA may prevent the budgetary unit from receiving benefits or services for which they may be eligible.

When a reason is given, stop MA by keying the appropriate Denial or Closure Reason Code. Document CADO or the CADO Extension Form (CEF) with the reason.

Voluntary withdrawal Denial or Closure Reason Codes do not allow cascading; but the MA end date depends on the code used.

Key the VB Denial or Closure Reason Code to stop MA at the end of the month.

Key the VW Denial or Closure Reason Code ONLY when the participant wants MA to stop immediately. MA stops as soon as AHCCCS receives the MA closure.

For information on withdrawals during the application process, see [Withdrawing an Application](#).

FAA5.G Medical Assistance Determination and Authorization (MADA)

When the PI requests to withdraw any or all of the participants from MA, complete one of the following:

- Key the appropriate voluntary withdrawal Denial or Closure Reason code in the CASE CLOSE/DENY field on MADA to close the case.
- Complete the following to remove a participant:
Key the appropriate voluntary withdrawal Denial or Closure Reason code in the DEN/CL REASON field on MADA next to the participant.
Determine eligibility for the remaining participants.
When a request for withdrawal does not identify the participants to be removed, treat the request as a request to withdraw all participants.

A MA Withdrawal - Written Requests

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

A participant may turn in a written withdrawal for MA on the Withdrawal or Stop Benefits/Fair Hearing Request (FA-574) form. The participant may also turn in a signed and dated statement indicating the reason for the withdrawal.

When a written withdrawal is turned in and no date for withdrawal is identified, stop MA effective the first month possible allowing for [adequate notice](#). (See [MA Voluntary Withdrawal](#) for the code to key)

B MA Withdrawal - Verbal Requests

[REVISION 13](#)
(07/01/10 – 09/30/10)

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

When a participant makes a verbal request to withdraw, complete the Withdrawal or Stop Benefit/Fair Hearing Request (FA-574) form. Document the following:

- The date of the request.
- Names of the participants the PI is requesting to withdraw.
- Specified date for withdrawal.
- The reason for the request to withdraw.

(See [MA Voluntary Withdrawal](#) for general policy, procedures, and keying instructions.)

Send the [C201 notice](#) to inform the PI of the MA closure.

The participant may contact **FAA** within the **NOAA** time frame to indicate that they no longer want to withdraw. When this occurs, revert the case to open.

11 **Medical Assistance Determination/Authorization (MADA) Notice Requirements**

REVISION 18
(10/01/11 - 12/31/11)

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

Send the [appropriate notice](#) for each determination completed on MADA. MA notices must contain the following information:

- The name and date of birth of the participant whose eligibility has been approved, denied, or closed.
- The effective date of eligibility, which is the first day of the first eligible month.

EXCEPTION

For a newborn whose mother is eligible at the time of the birth, the effective date of eligibility is the date of birth. The MA approval notice displays the correct effective date of eligibility.

For participants whose Arizona residency date is in the application month, the effective date of eligibility is the date of residency.

Due to system limitations, the MA approval notice IN THIS SITUATION displays the first day of the first eligible month.

- Eligible months for [emergency services](#).

12 **AZTECS Automated Processes - Overview**

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

AZTECS automatically processes some MA change actions that occur. Reports have been designed and are generated to local offices to assist in monitoring return of information that was requested. AZTECS also generates alerts to notify **EIs** when certain conditions exist.

Two of the automatic processes designed to help local offices manage workload and changes, include the following:

- [Auto Exparte](#)
- [Cascading](#)

A Auto Exparte

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

Auto Exparte is a process completed by **AZTECS** twice each month. The first phase of the process occurs at the beginning of the month to send a notice to MA participants. The notice requests additional information when certain conditions exist.

The second phase of the process occurs at the end of the month to stop MA when the condition still exists. No further notice is required.

Auto Exparte affects MA participants when age criteria for the current category or other [eligibility factors](#) are not met.

WARNING

Automatic actions taken by the Auto Exparte process DO NOT occur for cases that are not in the AZTECS [current system month\(g\)](#).

AZTECS identifies age changes and compares existing income to the appropriate income standard based on the MA category. AZTECS sends a notice to inform the **PI** that MA eligibility will end in the current MA category and requests additional information to determine eligibility in any other MA category.

NOTE AZTECS automatically stops MA for the participant or the case without further notice at the end of the month, when the condition still exists.

EXCEPTION

A participant may be in the hospital at the time an age change occurs and fails the new category due to income. When this occurs, the participant remains eligible in the present MA category until released from the hospital. The participant must continue to meet all other eligibility criteria. (See [Important Ages for MA](#))

FAA5.G Medical Assistance Determination and Authorization (MADA)

An Exparte Detail Report (CR375) is sent to local offices twice monthly for monitoring change report activities.

In addition to the Site Code, Unit Number, Caseload Number, and Worker Name, the report contains the following information:

- AZTECS Case Number
- Participant Name and SSN
- Program, category, and case status
- [Emergency Services](#) or [Foster Care\(g\)/Adoption Subsidy\(g\)](#) (FC/AS) indicators
- The type of change action that is occurring

Use the report generated in the beginning of the month to monitor the ten day time limit for participants to return information. Ensure that [timely](#) action is taken for the following changes reported by AZTECS:

- End of [postpartum period](#) for [pregnant women](#) (SW)
- Age changes for [S.O.B.R.A.](#) children (SC)
- Other age changes when specific [eligibility factors](#) are not met
- End of [Four-Month Continued Coverage](#)
- End of [TMA](#)

Document the [case file\(g\)](#) when requested information is not returned by the participant. No further action is required. AZTECS stops MA in the current MA category or closes the MA case, as applicable, with end of the month processing.

When the requested information is received, complete the following:

- Key the information in the appropriate AZTECS screens
- Determine eligibility for any other MA category
- Send an [approval notice](#) for the new category, or the appropriate [NOAA](#) when the participant is ineligible for a new category

The CR375 generated at the end of the month lists cases and participants whose eligibility for MA has stopped.

FAA5.G Medical Assistance Determination and Authorization (MADA)

All MA categories with Auto Exparte changes that result in the Auto Exparte process, are listed on the CR375.

The category listed on the CR375 may be Foster Care (FC) or Adoption Subsidy (AS). When a child is identified as FC, the child remains MA eligible. The Department of Child Safety (DCS) maintains Foster Care and Adoption Subsidy cases, and completes eligibility determinations and processes change actions for these children. AZTECS, through security profiles, does not allow FAA staff to make a change to cases identified as DCS cases.

Stop MA for a child identified as foster care using the OC Denial or Closure Reason Code. This allows DCS to determine eligibility in their system.

In this situation, there is no need for adverse action when the MA category changes since the child is continuously eligible.

The following table lists the MA category, the existing condition, and the Auto Exparte action that occurs:

Category	Existing Condition	AZTECS Action
SW	End of postpartum	An X404 notice is sent at least ten days plus four workdays(g) before the AHCCCS roster date.

EXCEPTION

Eligibility for a participant under age 18 whose SW ends cascades into the SC category for the remainder of the approval period

Category	Existing Condition	AZTECS Action
FES	FES renewal date based on participant renewal date	An X410 notice is sent at least ten days plus four workdays before the AHCCCS roster date.
T2	Last month of TMA extension is reached	An X403 notice is sent at least ten days plus four workdays before the AHCCCS roster date.

FAA5.G Medical Assistance Determination and Authorization (MADA)

CS	Last month of Four-Month Continued Coverage is reached	An X403 notice is sent at least ten days plus four workdays before the AHCCCS roster date.
T1 CS 31	A participant turns 18 and there is no other dependent WHEN the GRAD DATE field on SSDO is blank	An X409 notice is sent ten days plus four workdays before the AHCCCS roster date.

EXCEPTION

Eligibility for a participant under age 18 whose TI, CS, or 31 ends cascades into the SC category for the remainder of the approval period.

Category	Existing Condition	AZTECS Action
SC	The SC child turns 6 in the month AND income exceeds 100% FPL.	An X415 notice is sent ten days plus four workdays before the AHCCCS roster date.
	The SC child turns 1 in the month AND income exceeds 133% FPL.	An X415 notice is sent ten days plus four workdays before the AHCCCS roster date.
	The SC child turns 19 in the month AND income exceeds 100% FPL.	An X405 notice is sent ten days plus four workdays before the AHCCCS roster date.
SC (FES)	The SC FES child turns 19.	An X406 notice is sent ten days plus four workdays before the AHCCCS roster date.

1931 (FES)	The only child in a 1931 budgetary unit turns 18 and child's parent is emergency services	An X409 notice is sent ten days plus four workdays before the AHCCCS roster date.
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B Cascading

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

Cascading is an automatic process in which **AZTECS** determines eligibility in an MA category. When the budgetary unit or participant fails requirements for a category, AZTECS tries the next category in the hierarchy. Cascading examples include, but are not limited to, the following:

- A [1931 budgetary unit](#) is ineligible and participants cascade to [individual MA budgetary units](#).
- A 1931 budgetary unit is ineligible due to excess income. The Denial or Closure Reason Code is TE. The closure results in [TMA](#).
- A 1931 budgetary unit is ineligible due to receipt of child support income. The Denial or Closure Reason Code is IC. The closure results in [Four-Month Continued Coverage](#).
- An unmarried parent fails to verify income for 1931 MA. (See [Mandatory Alerts](#) and [Person Alerts](#))

AZTECS updates and displays MADA. MADA displays each participant's MA category. Complete the following:

- Authorize approvals and closures. (See [Processing New Applications](#) and [Processing Ongoing Months](#))
- Send appropriate approval, denial, or closure notices. (See [Appropriate Notices](#) and [NOAA](#))

(See MA Category Eligibility [Cascading Diagram](#))