

.02 Auto Close Process

REVISION 47
(01/01/19 – 12/31/19)

AZTECS identifies cases to be closed when either of the following occur:

- An application for renewal is not registered.
- Y is not keyed on INDA in the COMPLETED field to indicate the interview or the mid approval contact (MAC) was completed, even when an application for renewal is registered.

When compliance with the renewal requirements are not met on the tenth calendar day of the renewal month (or prior [workday\(g\)](#) when the tenth day is not a workday), AZTECS sends the notice of adverse action (NOAA) to the PI informing them of benefit closure.

AZTECS automatically closes cases on the 23rd calendar day of the renewal month (or the next workday when the 23rd is not a workday) when the renewal process is not completed. (See [Untimely Renewal Applications](#) when an application for renewal is received after the NOAA date, but prior to the effective date of closure.)

EXCEPTION

AZTECS does not automatically close CA cases that are not in the [current system month\(g\)](#); these cases must be closed manually. (See [Denial Closure Reason Code](#))

The following alert is generated in [ACTS](#) for CA cases not in the current system month:

[CASE MUST BE CLOSED ONLINE](#)

AZTECS automatically sends the second X027 notice when the MAC RECD field on INDA is blank during one of the following time frames:

- On the first calendar day of the 6th month for 12-month approval periods
- On the first calendar day of the 12th month for 24-month approval periods

The X027 informs the PI of the requirement to comply and of benefit closure for failure to complete the MAC process allowing for NOAA.

When compliance with the MAC process is not met, AZTECS sends the X026 notice and automatically closes cases on the 23rd calendar day of the month, allowing for adequate notice. The effective months of closure are as follows:

- Month seven for 12-month approval periods
- Month 13 for 24-month approval periods

ARCHIVED (Valid until 01/25/21)