

B Renewal Applications - Auto Close Process

REVISION 39
(12/01/15 - 01/31/16)

AZTECS selects cases to be closed when compliance with the renewal interview 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 mails the [NOAA](#) to the PI informing them of benefit closure when either of the following exists:

- An application for renewal is not registered.
- Y is not keyed on **INDA** in the COMPLETED field to indicate the interview was completed, even when an application for renewal is registered.

AZTECS automatically closes the selected 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.)

AZTECS automatically closes the cases on the date of the scheduled interview when ALL of the following conditions are met:

- A renewal application is registered
- An interview is scheduled
- The PI did not appear for the scheduled interview
- The PI did not reschedule on the date of the interview

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 or Closure Reason Code](#))

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

[CASE MUST BE CLOSED ONLINE](#)

WARNING

Local offices must monitor the [CR110](#) report to ensure all renewals are completed as appropriate. When cases are transferred, the receiving office must review the incoming cases to ensure renewals are completed as applicable.

The EI must manually track cases and stop the benefits when AZTECS bypasses the case because the interview was scheduled after the tenth calendar day of the renewal month.

ARCHIVED (Valid until 02/02/18)