

## E Returned AHCCCS Mail - Combination Case

When [R&A](#) is notified of returned [AHCCCS](#) mail and the case is a combination case, R&A completes the following:

- Stops MA and sends the C200 notice when the MA case is open.
- Sends the [C011 notice](#) to inform the PI that the following benefits may be stopped when they fail to contact the local office by the due date:
  - CA
  - GA
  - NA
- Sends an e-mail to the Local Office Manager of the office where the case is located to inform them of the action taken.
- Documents [CADO](#) with the action taken and the reason for the action.
- Retains the original STAMPED envelope for six months.

The local office completes the following:

- Monitors the case and completes one of the following:
  - Takes appropriate action when the participant contacts the local office by the due date on the C011 notice.
  - Stops the following benefits when the participant does not contact the local office by the due date on the C011:
    - CA
    - GA
    - NA
- Sends the [appropriate notice](#).
- Documents CADO with the actions taken and the reason for the actions.

### WARNING

When the participant contacts the local office before the effective date of closure, reopen the case on REPT.