

D Denial Notice Requirements

REVISION 48
(01/01/20 – 12/31/20)

Denial notices must include the following:

- Reason for the denial
- The date of the application that is being denied

Use the [AZTECS Monthly Production Schedule \(AMPS\)](#) to determine the denial deadline.

For NA, denial notices contain the following information:

- The action required by participants to complete the application process
- A determination can be completed on the original application when the action is completed by the participant within 60 days of the application date
- A new application must be filed when the required action is not completed within the time frames
- What is missing and the time limit to provide it, when the denial was caused by failure to provide verification.

Deny the application on the 10th calendar day when verification of information is requested and is not provided. It is not necessary to wait until the end of the day as long as the case is reopened when the requested information is provided. Use [REPT](#) to reopen the program in AZTECS when this occurs.

NOTE Certain NA applications cannot be denied on the 10th calendar day. For a list of NA applications that can be denied before the 30th day from the application date, see [Application Denials](#).

Statements made on the application that indicate obvious ineligibility must be substantiated by the participant at the interview. Additional information is not required.

NOTE Do not deny an application prior to the completion of an interview.

When requested verification is not provided send the appropriate Denial Closure notice. List only the verification that was not provided. Do not list any verification items in the Denial Closure notice that were provided or not requested.

ARCHIVED (Valid Until 05/15/23)