

## F Denial Notice Requirements

Include the following information in denial notices when the application determination indicates all participants:

- The reason and month of ineligibility  
When the denial is caused by failure to timely complete the application interview process, NA denial notices must also contain the following explanations:
  - The action required by participants to complete the application process.
  - A determination will be completed on the original application when the action is completed by participants 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.

### **MA EXCEPTION**

In addition to the above requirements, Medical Assistance denial notices must also show budgeting information, along with required specific verbiage and legal references. See [Legal references](#) for the following information:

- Appropriate notice number based on the eligibility situation
- Specific verbiage to be included in the notice
- Denial or closure reason codes for the eligibility situation
- Legal references

Send [denial notices](#) to the PI's last known address.

Send new application denials in accordance with the following time limits:

At the time of interview or any time thereafter when there is sufficient documentation to establish ineligibility.

**NOTE** Statements made on the application that indicate obvious ineligibility must be substantiated by the PI at the interview. Additional verification is not required.

**WARNING**

When statements made on the application indicate obvious ineligibility, DO NOT deny the application before the interview is conducted.

Deny the application on the 11th day (following expiration of the ten day information request) when verification of additional information was requested and not provided by the participant.

**NA EXCEPTION**

The new application processing time limit is 30 days from date of application (unless expedited, then seven days).

Complete the determination using the keying deadline date shown on the CR347 or the [AZTECS Monthly Production Schedule](#) (AMPS) to allow for timely notification.

(For time frames to deny an NA Renewal, see [Renewal Denial Date](#))

See [delays in processing](#) when the eligibility determination is not completed within the applicable time limits.