

A Benefits and Notices That Are Placed on Hold

ONLY benefits and notices for new application approvals completed on or prior to the disposition due date can be placed on hold. (See [CA New Application Time Frame](#), [NA New Application Time Frame](#), [MA New Application Time Frame](#))

NA EXCEPTION

Benefits and notices for renewal applications approvals can also be placed on hold. (See [NA Renewal Application Time Frame](#))

[NA expedites](#) CANNOT be placed on hold.

The required cases that MUST have benefits and notices placed on hold are determined by the local office with consultation from the Region Assistant Program Managers (APMs). However, priority is given to all new applications approved and NA renewal applications approved that meet any of the following criteria:

- Earned income
- Completed by **EIs** who are required to have 100% case reads completed
- Corrected by an EI and returned to the Supervisor or Case Reader to review again

MA EXCEPTION

In addition to the previously listed criteria, MA new approval cases MUST have benefits and notices placed on hold when they include participants determined eligible in either of the following programs:

- [FES](#)
- [MED](#)

WARNING

Benefits and notices must be placed on hold the same day they are authorized for approval to prevent issuance of benefits and transmission of MA eligibility.

AZTECS completes the following when benefits are not placed on hold:

- Issues CA and NA benefits the day following the day of authorization
- Transmits MA eligibility to **AHCCCS** the same night as authorization
- Sends notices the [workday\(g\)](#) following the date the notice is requested on NORE

Once this occurs benefits can no longer be placed on hold.