

.01 NA 12-Month or 24-Month Approval Period MAC Requirement



Procedures

When the application meets the Mid Approval Contact (MAC) requirements, an ACTS alert is not generated. When the participant complies with the MAC process and INDA has not been updated with a “Y”, the worker must manually set the RV ACTS alert and update INDA.

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Compliance with No Change Reported

When **any** of the following completed MAC document types are uploaded to OnBase AZTECS automatically displays a Y in the MAC RECD field on INDA:

- MyFamilyBenefits
- OnBase Unity Form
- Interactive Voice Recognition (IVR) Voice or Phone keypad
- X027 or F027 Notice
- FAA-1108A
- Official completed application

The budgetary unit’s compliance with the Mid Approval Contact (MAC) process is complete. No further action is needed from FAA. The budgetary unit is eligible to receive their NA benefits for the remainder of the approval period.

Compliance with a Reported Change

When a completed and signed MAC form is received and one or more of the questions are answered with a Yes, additional action is needed based on the reported change. The change must be affected for all open programs. See [When to Effect Changes](#) for information on processing a reported change.

Use system interface and collateral contacts, when possible, to obtain needed verification.

When verification is needed, send the Information Needed – NA (F011) notice and allow the budgetary unit 10 calendar days to return the verification.

Noncompliance - Failure to Provide Verification

When the participant fails to provide the requested mandatory verification, close the case using the appropriate Denial Closure Reason Code, allowing for NOAA. Send the F200 Denial Closure notice and document the case file.

When the budgetary unit fails to provide verification of allowable expenses do not stop the benefits. Determine the benefits without the deduction allowing for NOAA.

Noncompliance - Failure to Complete a MAC Form

When the MAC RECD field on INDA remains blank, AZTECS stops the NA benefits during the auto close process for failure to complete the MAC using the IV Denial Closure Code. AZTECS sends the X026 notice. No additional notice is required.

NOTE When the benefits must be closed manually, send the F026 closure notice.

FAA staff must update INDA when completing the MAC process manually with the participant, either in person or over the phone to prevent AZTECS from incorrectly closing NA during the auto close process

NOTE When this occurs an ACTS alert is not generated. When the participant complies with the MAC process and INDA has not been updated with a “Y” the worker must manually set the RV ACTS alert and update INDA

Compliance After Auto Close Process

When the participant complies after the auto close process but prior to the effective date of closure, an ACTS alert (MACC - REVIEW FOR REPT-MAC PROVIDED) is generated with a three-day due date.

When the participant complies within 30 calendar days after the effective date of closure, a new application is not required when there is at least one month remaining in the approval period. For more information, see [Reopening Reasons](#).

Incomplete MAC Form

The MAC form is incomplete when the participant fails to complete **any** of the following:

- Sign the form
- Answer all the questions
- Provide a signature

When an incomplete MAC form is received, overnight AZTECS automatically sends the second X027 notice allowing the participant another opportunity to comply with the MAC requirements.

When the participant still does not comply with the MAC process, overnight AZTECS automatically sends the X026 notifying the budgetary unit the case will be closed allowing for adequate notice.

MAC Auto Process

When the MAC form is uploaded to OnBase with the MID APPROVAL CONTACT document type, AZTECS automatically completes **both** of the following overnight:

- Displays a Y in the MAC RECD field on INDA
- Generates the MAC CHANGE PROCESS (MACC) ACTS Alert. The ACTS alert assigned by AZTECS is due three workdays from the date the alert is generated

The MAC form must be uploaded to OnBase for the auto process to occur. Once the MAC form is uploaded, the programming allows AZTECS to identify whether the MAC form is complete or incomplete. AZTECS completes **both** of the following actions:

- Determines when a change is reported
- Sends the second X027 when the MAC form is incomplete

NOTE It is very important that the correct Document Type of MID APPROVAL CONTACT (FAA-1108A, Unity form, X027, F027, or MyFamilyBenefits) is selected when any of the MAC forms are received and uploaded to OnBase. When an incorrect Document Type is selected, it prevents AZTECS from automatically displaying Y in the MAC RECD field on INDA. This causes AZTECS to incorrectly close NA during the auto close process.

When the participant complies with the MAC process and INDA has not been updated with a "Y" the worker must manually set the RV ACTS alert and update INDA.

When the participant returns the completed and signed MAC form and answers Yes to any of the questions on the form, AZTECS populates the Y in the MAC RECD field on INDA and generates an ACTS alert.

When an incomplete MAC form is received, AZTECS does not update the MAC RECD field on INDA. AZTECS identifies the form as incomplete and sends the second MAC notice. When the second form is incomplete or not returned, AZTECS closes the NA benefits during the auto close process and sends the X026 closure notice.

The MAC RECD field on INDA is an indicator that the budgetary unit complied by providing a completed and signed MAC form and the form was [uploaded into OnBase\(g\)](#).

FAA staff must update INDA when completing the MAC process manually with the participant, either in person or over the phone to prevent AZTECS from incorrectly closing NA during the auto close process

Verification