

A NA Mid Approval Contact - Overview

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(01/01/20 - 12/31/20)

Nutrition Assistance (NA) budgetary units assigned a 12- or 24-month approval period must report certain [changes](#) as they occur and complete a Mid Approval Contact (MAC).

The MAC process requires budgetary units to report certain changes midway through the approval period that occurred since their NA benefits were last approved. The MAC process provides up to two opportunities for the participant to comply with the MAC requirements before their NA benefits are closed. FAA initiates the MAC process by sending the NA MID APPROVAL CONTACT FORM (X027) notice to the budgetary unit.

The MAC form must be uploaded to OnBase for the [auto process](#) to occur. Once the MAC form is uploaded, the programing allows AZTECS to identify whether the MAC form is complete or incomplete. AZTECS completes the following actions:

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

A completed MAC form includes all of the following:

- Name of the participant
- Responses to all the questions
- [Signature](#) of the [PI\(g\)](#) or their Authorized Representative

The following notices are associated with the MAC process:

- MID APPROVAL CONTACT FORM (X027 or F027) notice
- MID APPROVAL CONTACT CLOSURE (X026 or F026) notice (adequate notice for closure).

When a participant visits an FAA office to complete the MAC process, and fails to bring the X027, ensure the participant completes and signs the NUTRITION ASSISTANCE (NA) MID APPROVAL CONTACT FORM (FAA-1108A). Do not print the X027.

When a participant calls the FAA IVR to complete the MAC process, the OnBase Unity form must be completed, and a voice signature obtained.

WARNING

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 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.

The NA budgetary unit must complete and return the MAC form and provide all verification, when requested, to continue receiving benefits.

The MAC form informs the participant of the following:

- The requirement to complete the MAC form.
- Due date to return the completed and signed form.
- The requirement to answer all the questions on the form.
- The consequences of failing to complete and return the form.
- The requirement to complete the appropriate section within the form, when any question is answered with a Yes.
- The requirement to sign the certification section attesting to the truthfulness of all the information being provided, and the understanding that reported changes may cause a decrease or closure of benefits.
- Options for how to return the form.

When an initial MAC notice is sent and the participant fails to respond or responds with an incomplete MAC form, AZTECS automatically sends the second MAC notice. The second MAC notice is a reminder and provides the budgetary unit with a second opportunity to comply with the MAC process. For more information see, [Mid Approval Contact Process – Noncompliance, Failure to Return the X027](#).

A participant may turn in an application, instead of a MAC form during the MAC period. When this occurs see, [Mid Approval Contact Process – An NA Application is Submitted During the MAC Period](#).

When the MAC form is completed and no changes are reported see, [Mid Approval Contact Process – Compliance, No Change is Reported](#).

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.

WARNING

When the participant responds to the MAC request via MyFamilyBenefits, the [MACC-MFB: MAC CHANGE](#) ACTS Alert is generated.

When the participant responds to the MAC request via the X027 notice or the FAA-1108A and the document is uploaded to OnBase, the [MACC-MAC CHANGE PROCESS](#) ACTS Alert may not be generated.

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.

NOTE Manually send the appropriate MAC notice when the original MAC notice was mailed to an incorrect address or did not automatically generate.

The MAC RECD field on INDA is an indicator that the budgetary unit complied by providing a completed and signed MAC form.

When this occurs, AZTECS automatically updates INDA overnight. When the MAC RECD field is keyed with a Y, one of the following has occurred:

- FAA received a completed and signed X027 or F027 MAC form and no other information is needed.
- FAA received the X027 or F027 MAC form; changes were reported, and additional information is needed.
- The FAA-1108A is completed for a participant who walks into an FAA Office to complete the MAC.
- The OnBase Unity MAC form is completed for a participant who contacts FAA through the IVR (Interactive Voice Response) to complete the MAC process.

WARNING

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](#).

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.

.01 NA Mid Approval Contact Auto Process

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The Mid Approval Contact process has been automated. When the participant takes the required actions, and no changes are being reported, worker intervention is not required. AZTECS auto populates the MAC RECD field on INDA with a Y and approves ongoing benefits. No further action is required from the participant.

The initial X027 notice mails to the participant on the 1st workday of the 5th month (for 12-month approvals) or the 1st workday of the 11th month (for 24-month approvals) of the certification period. The notice requests the participant to answer all questions, sign, and return the form within 10 calendar days.

When the participant does not respond to or fails to submit a completed MAC form by the due date, a second X027 notice mails to the participant.

The second X027 mails on the 23rd day of the 5th month (for 12-month approvals) or the 23rd day of the 11th month (for 24-month approvals) of the certification period.

The second X027 informs the participant that no response was received, or the MAC form was incomplete. This gives the participant another opportunity to answer all the questions, sign and return the form within 10 days.

When the participant does not respond to the second X027, the auto close process runs on the 23rd day of the 6th month (for 12-month approvals) or 23rd day of the 12th month (for 24-month approvals). NA benefits are stopped effective the following month.

.02 NA Mid Approval Contact Process – Compliance No Change is Reported

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When a completed and signed MAC form is received and the budgetary unit answers all questions with a No, no further action is needed from FAA.

When the signed MAC form is uploaded to OnBase with the MID APPROVAL CONTACT (FAA-1108A, X027, F027, Unity form or MFB) Document Type, AZTECS automatically displays a Y in the MAC RECD field on INDA. 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.

.03 NA Mid Approval Contact Process – Compliance - A Change is Reported

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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 from FAA based on the reported change. The change must be affected for all open programs.

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

- 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\(g\)](#) from the date the alert is generated

Effect changes reported during the Mid Approval Contact (MAC) by following the procedures as outlined in [Effecting Changes](#).

When enough information is available to act on the change, affect the change for all open programs. (See [Effecting Benefit Decreases](#) or [Benefit Increases](#)).

When verification is needed, send the INFORMATION NEEDED – NA (F011) notice and allow the budgetary unit 10 calendar days to return the verification. 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. Use collateral contact when possible to obtain needed verification. When a request for verification is sent, extend the alert to the workday after all requested verification is due.

When the budgetary unit 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\(g\)](#).

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.

.04 NA Mid Approval Contact Process – Noncompliance Failure to Complete a MAC Form

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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.

WARNING

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](#).

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.

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 3-day due date.

Revert the NA program to open on REPT using the MACA (MID APPROVAL CONTACT COMPLIANCE) REPT Code. (See [Revert to Open - Overview](#))

A new application is required when the participant complies after the effective date of closure.

.05 NA Mid Approval Contact Process – Incomplete MAC Form

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The MAC form is incomplete when the participant fails to sign the form or answer all the questions. (See [Signing the Application](#))

When an incomplete MAC form is received, AZTECS automatically overnight 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, AZTECS automatically overnight sends the X026 notifying the household the case will be closed allowing for adequate notice.

.06 Mid Approval Contact Process – An NA Application is Submitted During the MAC Period

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The submitted application is considered a completed MAC when all corresponding questions are answered, and the application is signed. The MAC period is one of the following:

- Months five and six for 12-month approval periods. (See [Example Application Submitted During Month Five and Six of MAC Period](#))
- Months 11 and 12 for 24-month approval periods. (See [Example Application Submitted During Month 11 and 12 of MAC Period](#))

When the application contains changes, see [Mid Approval Contact Process – Compliance, Change is Reported](#) for policy and procedures.

When the application does not contain changes, see [Mid Approval Contact Process – Compliance, No Change is Reported](#).

When the application meets the 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.