

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

REVISION 47
(01/01/19 - 12/31/19)

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.

When the MAC form is uploaded to OnBase with the MID APPROVAL CONTACT document type, AZTECS automatically 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 a one-time only [medical expense](#) is reported during the MAC, see [Averaging Medical Expenses](#).

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