

#### **.04 Region QC-100 Responsibilities – CA or NA QC Noncooperation**

**REVISION 31**  
(08/01/14 - 09/30/14)

When notification is received from QC that the budgetary unit FAILS to cooperate with the QC review, document the [case file\(g\)](#). No additional action is required.

When notification is received from QC that the budgetary unit REFUSES to cooperate with the QC review, the EI must complete the following:

- Key QC in the CA or FS PROGRAM ALERTS field on PRAP, as applicable. (See [Mandatory Alert Codes](#)) Document the case file with the QC noncooperation.
- Key QC in the DENIAL CLOSURE REASON field on AFED and FSED, as applicable.
- Stop CA or NA, allowing for [NOAA](#) and send the [C217 notice](#).

NOTE The notice advises the budgetary unit that when they reapply for CA or NA, they MUST cooperate with QC before CA or NA can be approved.

- When the CA or NA case is closed, document the case file that the budgetary unit must cooperate with QC before CA or NA can be approved. No notice is required.

#### **EXCEPTION**

When it is not clear that the budgetary unit has cooperated, contact the noted QC supervisor at the phone number listed on the QC-100 before taking any action on the case. When the budgetary unit cooperates, do not stop benefits.

When the budgetary unit contacts the local office and agrees to cooperate, give them the phone number to contact QC. (See [QST Offices](#)) QC notifies the local office when the budgetary unit

cooperates. Copies of QC-100s are located in DBME Shared Drive under Quality Shared Folder.

When the budgetary unit cooperates with QC before the effective date of closure, reopen CA and NA.

When the budgetary unit cooperates with QC after the effective date of closure, the budgetary unit must reapply.

ARCHIVED (Valid until 06/16/19)