

## **E AHCCCS Quality Control Administration (QCA) - Response to QC Error Reports**

AHCCCS requires that findings on the QCA Notice of Eligibility Findings be reviewed and reported when either of the following occurs:

- Ineligible with Incorrect Payment
- Ineligible with Correct Payment

AHCCCS includes a blank Response to Quality Control Case Review Report (FAA-1230A) form when reviews are cited with the previously listed findings.

**NOTE** When the form is not in the AHCCCS packet, obtain a copy of the form in Outlook listed as FAA-1230A. (See [Public Folders](#))

The local office that completed the eligibility determination is responsible for reviewing the case to determine what caused the error and make the appropriate corrections.

The local office reviews the case and completes the CHALLENGE DECISION Section (1) as follows:

- **Challenged**  
Follow procedures outlined under the [QCA Challenge Process](#)
- **Not Challenged - action required**  
When the case is active, evaluate the error to determine how the error affects current eligibility. Make the appropriate corrections and complete Sections 2, 3, and 4 of the FAA-1230A. The local office has 45 days to make the corrections and return the FAA-1230A to AHCCCS.
- **Not Challenged - no action required**

This occurs in the following situations:

- The case correction was made prior to the receipt of the QCA Notice of Eligibility Findings.
- The participant's circumstances have changed since the month of the error cited, and the case correction is not needed.

- The case is closed. When the budgetary unit reapplies, complete the correction prior to approval, when appropriate.

Complete Section 5 of the FAA-1230A.

**WARNING**

The local office that made the eligibility determination is cited for the error. When the EI that made the determination is no longer working at the office where the error occurred, appropriate actions must still be completed.

Return the completed FAA-1230A to AHCCCS at the address listed on the form. Send copies to the individuals who are identified on the FAA-1230A.