

## FAA6.S The Renewal Process (Renewals)



This subject includes information about the NA and CA renewal processes.

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### Policy

The renewal process applies to NA and CA. To continue receiving benefits, eligible budgetary units need to complete a renewal before an [approval period\(g\)](#) ends. For specific details about renewals, see **all** of the following:

- [Requirements of the Renewal Process](#)
- [NA Renewal Requirements and Time Frames](#)
- [CA Renewal Requirements and Time Frames](#)
- [Renewal Decision Notices](#)

### Requirements of the Renewal Process

An eligible budgetary unit needs to complete the renewal process during the renewal period to continue eligibility with no break in benefits. The renewal process allows eligible budgetary units to continue participation in NA or CA benefits after the current approval period ends. The renewal requirements include the timely completion of **all** of the following:

- A submitted identifiable application
- An interview
- Provide requested verification

The renewal period begins 60 [calendar days\(g\)](#) before the last calendar day of the current approval period.

NOTE FAA treats applications received before the renewal period as a change report.

See [Availability of Applications](#) and [Identifiable Application](#) for more information on submitting an official application.

The budgetary unit is required to complete the renewal process timely to avoid interruption in benefits and services. Failure to complete the renewal process timely may result in **any** of the following:

- Loss of benefits
- Benefits stopping
- Disruption in program services such as **any** of the following:
  - CA Jobs Program
  - SNAP CAN Employment and Training services.

## DES Childcare

FAA sends a notification to inform the [Primary Informant\(g\)](#) that a renewal application and interview are required. This renewal notification is sent on the 12th calendar day or the next [workday\(g\)](#) the month before the last month of the approval period.

FAA sends the following renewal notice informing the PI of all the information about completing a renewal for **each** of the programs:

- For NA, a NA Benefits Ending notice
- For CA, a CA Renewal notice

When FAA receives an identifiable renewal application, FAA sends a notice to inform the primary informant (PI) of **all** of the following information:

- An interview is required to be completed.

NOTE Elderly Simplified Application Project (ESAP) budgetary units may not require an interview for renewal.

- An interview has to be completed before FAA can determine eligibility for continued NA and CA benefits.
- The date by which the participant needs to complete a timely interview.
- The contact information on how to complete an interview.

A renewal interview is also needed for **all** of the following Tribal TANF programs:

- The Hopi Family Assistance Program
- The Pascua Yaqui Tribal TANF

See [Interview Requirements](#) for more information about how to complete an interview.

**Any** of the following can complete a renewal application, an interview, and submit verification for a budgetary unit:

- A PI
- [An authorized representative\(g\)](#)
- A [responsible participant\(g\)](#) in the budgetary unit

NOTE For CA, the PI is required to be present at the interview even when another person completes the interview.

Eligibility and benefit amounts can increase or decrease at renewal based on **any** of the following reasons:

- Standard or Simplified Reporting requirements
- The type of change reported
- Timely or untimely receipt of required verification
- Verification is provided at the renewal for unverified reported changes during the approval period

- Changes include and are not limited to **any** of the following:
  - Participants in the home
  - Income
  - Expenses
  - Change of address

See [When to Effect Changes](#) for more information on how changes affect benefits.

FAA screens renewal applications for potential changes no later than one workday after the application is received. When verification is needed, FAA sends an information request with a due date of ten calendar days.

NA and CA have different renewal time frames and requirements. However, NA and CA renewals are completed using the same application and interview.

### NA Renewal Requirements and Time Frames

For time frames regarding eligibility determination for NA renewal applications, see **all** of the following:

- [NA Timely and Untimely Renewal Applications](#)
- [Timely or Untimely Effect on NA Benefits](#)
- [NA Renewal Denials](#)

### NA Timely and Untimely Renewal Applications

To be considered a timely NA renewal, FAA has to receive an identifiable application by **one** of the following:

- Within 15 [calendar days\(g\)](#) from the date the NA benefits are ending notice is sent.
- No later than the 15th calendar day of the last month of the current approval period.

**NOTE** In cases where the timeliness of the NA benefits are ending notice is in dispute, FAA determines whether adequate mail time was allowed by using **all** of the following:

- The postmark on the NOE
- Adding two days to the NOE postmark date for receipt of the NOE

For a timely NA renewal, the PI or authorized representative is required to complete **all** of the following:

- Submit a timely identifiable application no later than the 15th calendar day of the last month of their current approval period.
- Complete an interview.
- Provide the required verification no later than one [workday\(g\)](#) before the last workday of the last month of the approval period.

Eligible budgetary units completing a timely NA renewal process receive their benefits by their NA benefits electronic benefit transfer (EBT) issuance date.

Good cause is applied for not applying timely for a renewal when **all** of the following occur:

- FAA failed to send the NOE during the prior approval period.
- The PI, authorized representative, or a responsible budgetary unit participant submits a renewal application in the month following the last month of the approval period.

NOTE When a participant has good cause for not applying timely, FAA ensures the benefits start date is the first day following the end of the approval period.

An NA renewal application is untimely when **all** of the following occur:

- FAA receives a renewal application after the 15th calendar day of the last month of the approval period.
- FAA sent the NOE informing the PI of the renewal requirements.

NOTE See [NA New Application Time Frames](#) for untimely NA renewal processing time frames.

An NA renewal application turned in timely becomes an untimely NA renewal application when **one** of the following occurs:

- The participant or authorized representative fails to complete an interview.
- NOTE The date by which a renewal interview needs to be completed is included on the Appointment Notice.
- The interview is completed, and when verification is needed, the ten-calendar day due date extends beyond **one** of the following:

No later than at least one workday before the NA benefits issuance date.

No later than one workday before the last workday of the last month of the approval period.

### Timely or Untimely Effect on NA Benefits

For timely renewal applications, the PI is allowed ten calendar days from the date of the original information request to provide the requested verification.

When the tenth day is on a weekend or a [state holiday\(g\)](#), the due date is moved to the next workday.

NOTE FAA assists the participant in verifying eligibility factors during the interview whenever possible.

(See [Providing Verification](#) for direction on how a participant can provide verification to FAA.)

For timely renewal applications, when the ten calendar days end one or more

[workdays\(g\)](#) before the PI's alphabetical NA benefits EBT issuance date, **all** of the following apply:

- When FAA receives the verification on or before the end of the ten calendar days, NA benefits are issued no later than the participant's alphabetical NA EBT issuance date.

NOTE Participants who timely reapply and are determined eligible are provided NA benefits no later than 30 calendar days after the last received NA benefits.

- When FAA receives the verification after the ten calendar days and no later than the last day of the NA approval period, **all** of the following apply:

When denied, FAA reopens the application.

When eligible, the benefits start date is the first day of the following month.

- When FAA receives the verification within the following month after the effective date of closure, **all** of the following apply when the budgetary unit is eligible:

FAA reopens the application.

The benefits start date is the date FAA receives the required verification.

For untimely NA renewal applications, the PI is allowed at least ten calendar days from the date of the original information request to provide the requested verification.

When FAA does not receive the requested verification by the end of the ten calendar days, **all** of the following apply:

- When the ten calendar days end one or more workdays before the last day of the NA approval period, renewal applications are denied by **one** of the following:

After the ten calendar days have ended.

By the close of business, one workday before the last workday of the NA approval period.

NOTE After the ten calendar days, FAA denies the renewal application. A new application is not needed when a participant provides verification during the following month. See [NA Renewal Denial](#).

- When the ten calendar days end on or after the last day of the NA approval period, FAA denies the application on the day following the ten calendar days.

When FAA receives the verification after the ten calendar days and no later than the last day of the current approval period, **all** of the following apply:

- When denied, FAA reopens the application.
- When eligible, the benefits start date is the first day of the new approval period.

FAA cannot ensure benefits are issued by the participant's alphabetical EBT issuance date for untimely NA renewal applications. The participant may receive benefits more than 30 calendar days after the last benefits issuance.

### NA Renewal Denials

FAA denies NA renewal applications when verification is not received after ten calendar days. Another application may not be needed when FAA receives the untimely verification after the approval period ends. FAA can reopen an application depending on **one** of the following:

- For timely renewal applications, the participant needs to provide the requested verification no later than the last day of the month after the NA benefits stopped. The NA benefits start date is the date FAA receives the untimely verification.

NOTE Another application is required when FAA does not receive the requested verification within the month after the NA benefits stopped.

- For untimely renewal applications, the NA benefits start date is the date FAA receives the untimely verification. For applicable time frames for an untimely NA renewal application, see [New Application Time Frames](#).

NOTE FAA uses a benefit start date and bases the benefit amount on the number of calendar days remaining in the month.

When the delay is the fault of FAA because a Notice of Expiration (NOE) was not sent to the participant, the benefits start date is the first day of the initial month of the new NA approval period.

When the delay is the participant's fault, the benefits start date is when the participant takes all the required actions.

### CA Renewal Requirements and Time Frames

The PI is required to submit an official, identifiable application and complete an interview to continue receiving CA after the current approval period ends. FAA is required to review a budgetary unit's current circumstances to determine eligibility and benefit amount. For the CA renewal requirements, see **all** of the following:

- [CA Renewal Application Submitted Timely](#)
- [CA Renewal Denial](#)
- [CA Additional Requirements](#)
- [Notice of Adverse Action for a CA Renewal](#)

### CA Renewal Application Submitted Timely

To be considered timely, the participant needs to submit a CA renewal application by the last calendar day of the last month of the current approval period.

On the 12th calendar day or the following workday of the month before the last month of the approval period, FAA sends a CA Renewal notice to the PI. The Cash Renewal

notice informs the PI of the requirement to complete a renewal. The CA Renewal notification informs the participant about **all** of the following:

- The participant needs to submit a renewal application to continue receiving CA benefits.
- The deadline for submitting a timely renewal application.

NOTE A renewal application submitted after the deadline may cause a loss or delay in CA benefits for eligible budgetary units.

- FAA automatically stops CA benefits when an application is not received, or the participant does not complete the interview by the last workday of the approval period.

NOTE The participant needs to submit a new application when benefits have stopped due to failure to complete the CA renewal process timely.

- The same renewal application can be used for more than one program, e.g., NA and AHCCCS Medical Assistance.

When the participant does not complete an application or an interview by the tenth day of the last month of the approval period, FAA sends the PI a notice about the missed renewal. The notice informs the participant about **all** of the following:

- The last day to submit a timely application and to complete the interview.
- CA benefits stop effective the following month when an application and interview have not been completed.

NOTE When benefits stop, another application is required to receive CA benefits.

### CA Renewal is Denied

When requested verification is not received after ten calendar days, FAA denies the renewal application, allowing for [Notice of Adverse Action\(g\)](#).

When the participant provides the requested verification, **one** of the following applies:

- When FAA receives the requested verification before the effective date benefits stop, FAA reopens the application and completes an eligibility determination for ongoing months.
- When FAA receives the requested verification after the effective date benefits stop, the renewal application remains denied, and the participant needs to reapply.

### CA Additional Requirements

CA eligibility for renewal includes additional requirements. Some budgetary units may not have to comply with all of the CA requirements. When applicable, noncompliance with these requirements can cause sanctions or disqualifications.

The following CA additional requirements are required at renewal. See **all** of the following for requirements and exemptions:

- [Cooperation with Child Support Services](#)

NOTE Cooperation with the Division of Child Support Services (DCSS) at renewal is not the same as pre-cooperation. Cooperation can be verified at renewal by reviewing the DATE OF AF COOPERATION field on APPD. Pre-cooperation with DCSS is not required for CA renewal applications unless participants request an additional child be added to their ongoing CA case, or when a change is reported.

- [CA Jobs Cooperation](#)
- [CA Drug Test Requirement](#)

When the following CA additional requirements have not been completed at the initial interview, then these are required at renewal. See **all** of the following:

- [CA Personal Responsibility Agreement \(PRA\)](#)
- [Apply for Other Benefits for CA](#)
- [Assignment of Rights to Cash Support\(g\)](#)

See [CA sanctions](#) for more information about CA noncompliance.

### Notice of Adverse Action for a CA Renewal

When FAA receives a timely CA renewal application, [Notice of Adverse Action\(g\)](#) is required at CA renewal for **any** of the following circumstances:

- Before the end of the approval period, a reported change on the renewal application causes a benefit decrease.
- The renewal eligibility determination results in a decrease in benefits or CA ineligibility.

### Renewal Decision Notices

Once the interview is completed and FAA has received all requested verification, FAA can complete an eligibility determination.

When a budgetary unit is eligible for benefits, FAA sends the PI a notice with **all** of the following information:

- The budgetary unit is determined eligible
- The monthly benefit amounts
- The time frame for a new approval period
- How benefits were calculated
- Legal citations for the determination
- How to request an appeal



When the budgetary unit is not eligible for benefits, FAA sends the PI a notice with **all** the following information:

- The budgetary unit is ineligible
- The reason for the ineligibility
- Legal citations for the determination
- How to request an appeal

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## Procedures

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### How to Determine the Renewal Month

When determining eligibility for a renewal application, first determine the renewal month for the programs involved. This information is necessary to ensure the correct month is worked in AZTECS.

Review each program's CAP2 RENEWAL DUE DATE field to determine the renewal month. A renewal month is defined as **all** of the following:

- Begins on the first calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2
- Ends on the last calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2

NOTE Treat applications received more than 60 [calendar days\(g\)](#) before the end of the current approval period as a reported change.

To begin the renewal process in AZTECS, complete **all** of the following:

- Review CAP2 to identify the correct renewal month for each program.
- Determine whether a renewal application must be registered in AZTECS.

NOTE A renewal application is registered when CAP2 displays in the STATUS field, next to the program, **one** of the following:

For NA: RECREC

For CA: REVREC

When a renewal application is already registered, review **all** of the following to determine the correct renewal month:

- NOHS

NOTE For notices mailed on or after 11/15/2022, view notice content in OnBase.

- FSBH

Copy details into the next month and begin keying the renewal interview with the first month of the new approval period. Ensure the benefits are authorized up to and including the Current System Month.

NOTE When appropriate, the first month of the renewal approval period may begin the month after current system month.

### Screening All Renewal Applications for Changes

Screen all renewal applications for potential changes on the same day or no later than one [workday\(g\)](#) following the receipt of the application. Compare information on the application to information found in AZTECS by reviewing **all** of the following:

- CAP1
- CAP2
- CAP3
- EAIN
- UNIN
- EXNS
- SEEI

NOTE When a change of address is reported before an interview is completed, see [Address Change – Pending Application](#).

See [Effecting Changes](#) for the required procedures to act on specific types of changes.

Send the appropriate notice when verification is needed.

Document the [case file\(g\)](#) with any changes discovered on a renewal application.

### Conducting a Renewal Interview

Log onto and be ready to use **all** of the following systems and tools to complete a renewal interview:

- AZTECS
- HEAplus
- CNAP+ Manual
- OnBase
- Documentation Template

- Change Template
- Gmail
- CISCO, for Customer Care Centers

See [Conducting the Interview](#) for additional guidelines on preparing for an interview.

Other helpful resources include **all** of the following:

- Job Aids
- HEAplus E-book
- The AZTECS Data Entry Guide
- Standard Work: Job Breakdown Sheet

NA participants who have been sent a Notice of Expiration (X009) are not required to interview before the last month of the current approval period. The budgetary unit must not be denied for failing or refusing to complete the interview before the last month of the approval period.

Verification must be requested for any changes reported, completed, and not verified during the current approval period. Review the [case file\(g\)](#) for verification of the reported change before requesting additional verification. When the provided verification is different from the information reported, **all** of the following apply:

- Make referrals for potential overpayments as needed. See [FAA Office Overpayment Responsibilities](#) for required actions for the discovery of a potential overpayment.
- Consider supplemental benefits for the current and future months. See [Underpayment Authorization](#) and [Supplemental Benefits](#) for the process needed for an underpayment determination.
- Allow for [Notice of Adverse Action\(g\)](#) and decrease benefits for the first month possible.
- No further verification is needed when the provided verification matches the reported information. Document the case file.

A renewal might be due for one program and not due for another. When this occurs, apply **all** of the following:

- Use the application as a change report for the program that is not due for renewal.
- Effect any program changes that are not due for renewal for the appropriate month.
- Redetermine eligibility for the program that is not due for renewal.
- When the interview process is not completed, do not close the program that is not due for renewal for failure to complete the interview.

### **Processing Timely NA Renewal Applications**

For NA timely renewal applications, complete the NA eligibility determination as soon as possible.

When eligible, approve the NA timely renewal applications no later than one [workday\(g\)](#) before the participant's next NA EBT issuance date.

Send the appropriate approval notice.

When ineligible, deny the NA timely renewal application by the close of business one workday before the last workday of the renewal month. This date changes with each month. See [AZTECS Monthly Production Schedule \(AMPS\)](#), and review the AZTECS Production Calendar for each month's "Timely Recert Denial."

NOTE Send the appropriate denial notice. Notice of Adverse Action (NOAA) is not required for NA benefit decreases or denials at renewal.

When the worker and the [Primary Informant\(g\)](#) cannot obtain necessary verification during the interview, provide the participant with the appropriate Information Request. Allow the participant ten calendar days to provide the required verification.

When FAA does not receive the requested verification, deny the NA renewal application after the information due date and send the appropriate notice.

When the information due date and the Timely Recert Denial date are the same, it is unnecessary to wait until the end of the day or the following workday to deny the application.

NOTE Reopen the application when the participant provides the requested verification before the close of business on the Timely Recert Denial date. When eligible, the benefits start date is the first day after the renewal month.

When the participant provides the requested verification in the month following the renewal month, reopen the application. Complete a determination. When eligible, the benefits must start on the date the participant provided the untimely verification.

NOTE Do not reopen the application when the participant provides verification more than 30 calendar days after the effective date of closure. The participant must reapply.

A renewal application is not considered untimely when **all** of the following occur:

- FAA failed to send a Notice of Expiration (NOE)
- The renewal application date is before the last day of the month after the renewal month

When FAA fails to send NOE and a renewal application is received before the last day of the month after the effective date of closure, complete **all** of the following:

- Reopen the case on REPT.
- Register the application.
- When eligible, approve the NA benefits beginning with the first day of the first month of the new NA approval period.

## Processing Untimely NA Renewal Applications

For untimely NA renewal applications, complete a determination as soon as possible and no later than the NA denial date, based on the application date found on the Timeliness Calendar. See the [AMPS](#) for the timeliness due date.

See [New Application Time Frames](#) for applicable time frames for an untimely NA renewal application.

FAA cannot guarantee NA benefits by the participant's next alphabetical EBT issuance date for an untimely renewal application.

Do not deny the application when the ten calendar days extend beyond the Timely Recert Denial date for a timely renewal application. When FAA does not receive the requested verification, deny the NA renewal application after the information due date and send the appropriate notice, Notice of Adverse Action (NOAA) is not required.

When FAA receives verification after the information due date, reopen the renewal application and determine the benefits start date for **any** of the following circumstances:

- When requested verification is received before the close of business, one workday before the last workday of the renewal month, benefits must start on the first day after the renewal month.
- When requested verification is received one or more workdays before the alphabetical issuance date, approve NA benefits no later than one workday before the alphabetical issuance date, when possible.
- When FAA receives requested verification on or after the last day of the renewal month, but after the alphabetical issuance date, benefits must start on the date verification is received.

**NOTE** Reopen an untimely renewal application when the participant provides the requested verification within the new application time frame. See [Reopening Reasons](#) to determine the correct REPT Reason Code.

When verification is received for a denied untimely renewal application, document the [case file\(g\)](#), including **all** of the following:

- The date the participant took the required action.
- The participant's compliance is within the time frame for a new application.

## NA Renewal Compliance After Closure

The purpose of NA renewal compliance after closure is so the participant does not have to complete a new application or interview.

Compliance with the NA renewal requirements must happen during the 30 calendar days after the NA approval period ends. Compliance can be for **any** of the following circumstances which cause the NA benefits to stop:

- The participant fails to provide the requested verification on or before the information due date.
- The participant fails to complete the NA renewal interview.

**NOTE** At the interview, allow the participant 10 calendar days to provide requested verification.

- The participant fails to submit a renewal application during the 60 calendar days of the renewal period.

**NOTE** The participant can continue receiving benefits without a break in benefits. When an application is received within 30 days of the effective date of closure, benefits start with the date of the application.

When the NA renewal compliance occurs during the 30 calendar days after the last day of the NA approval period, complete **one** of the following:

- Reopen the denied NA renewal application.
- Use the date the participant takes the required action to complete the NA renewal requirement as the benefits start date.

**NOTE** When FAA fails to send the Notice of Expiration (NOE), the benefits start date must be the first day of the new approval period.

- Inform the participant that NA benefits are prorated based on the number of calendar days remaining in the benefit month.
- Complete the eligibility determination and send the appropriate approval or denial notice.
- When necessary, copy details to the current system month and approve benefits.

Consider **all** of the following when FAA receives requested verification more than 30 calendar days after the date of closure:

- When the renewal application is timely and denied, the participant must reapply.
- When the renewal application is untimely and denied, see [New Application Time Frames](#) to determine whether another application is required.

## CA Renewal Requirements

See the following procedures for a CA renewal:

- [CA Renewal Time Frames](#)
- [Steps to Completing a CA Renewal](#)
- [The Illegal Drug Use Statement at CA Renewal](#)

## CA Renewal Time Frames

Complete the CA eligibility decision as soon as possible and no later than the last workday of the renewal month. See [How to Determine the Renewal Month](#) to determine the correct renewal month.

The CA renewal application is timely when received no later than the last workday of the renewal month. When a request for information is needed, the participant is allowed ten calendar days to provide the requested verification. (See [Example 1.](#))

Do not delay CA benefits for pending verification. Copy details into the current system month and approve CA benefits.

NOTE At CA renewal, a decrease or closure requires a [Notice of Adverse Action\(g\)](#).

### Steps to Completing the CA Renewal

For each CA renewal, complete **all** of the following steps based on the circumstances of the CA budgetary unit:

- Review and ensure a signed copy of the Personal Responsibility Agreement (PRA) is in the case file. When a signed PRA is not in the case file and the participant refuses to sign the PRA, see [PRA Noncooperation](#).
- Verify eligibility factors subject to change and for which no current verification exists.
- Review the case for potential LIBL/STBLE Hardship Extension and LIBLE/STBL Time Limit Extension Eligibility.
- CA benefits are limited to 60 countable months for LIBL and 12 for STBL. When a participant has either 54 or more months for LIBL or ten or months for STBLE, see [Lifetime Benefit \(LIBL\)](#), [State Benefit Limit \(STBL\)](#), and [LIBL/STBLE Hardship and Time Limit Extension Procedures – Renewal Applications](#) for policy and procedures.
- Review DISA and PRAP to determine the status of participants who may be sanctioned or disqualified from receiving benefits.
- Add new or former eligible participants to the CA benefits as required. For policy and procedures to add a household member to CA benefits, see **all** of the following:
  - [Determining Budgetary Units](#) to see who is considered a mandatory or optional CA participant.
  - [Adding a Participant to a Pending Renewal Application](#) for procedures on adding a participant.
  - [Two-Parent Employment Program \(TPEP\)](#) when adding participants with a child in common.
- Obtain verification for changes reported and completed without verification. (See [Effecting Changes](#))
- Determine whether an eligibility payment error has occurred since the last approval or renewal.
- When an overpayment has occurred, establish the applicable CA overpayment months and complete the Potential Overpayment (OP) Referral (FAA-0526A) form. The Overpayment Unit is responsible for obtaining overpayment verification. See [Overpayment Unit \(OP\)](#) for contact information.
- For CA, Arizona state law provides that any worker who does not immediately report a discovered overpayment is subject to dismissal.

- When an underissuance has occurred, establish the applicable underpayment months and issue the supplemental CA payments on UNAU.
- Authorizing underpayments is limited to the Office Manager and Unit Supervisor levels.
- All CA applications must be screened for potential Grant Diversion (GD). Use the Grant Diversion Screening Guide (FAA-1579A) form to screen for potential GD eligibility. (See [Grant Diversion \(GD\)](#) for eligibility requirements.)
- When a participant applies during a three-month GD period, see [CA Initial Month Special Rules](#).
- Review information on all absent parents with the Primary Informant (PI) for accuracy and any updates on the information about the absent parents.
- Key all current information in AZTECS to determine whether the budgetary unit remains prospectively eligible.
- Ensure current case status and ongoing CA benefit levels are correct.
- Send the appropriate renewal approval notice.
- When there is a decrease or closure of CA benefits, send the appropriate notice allowing for Notice of Adverse Action (NOAA).

### Illegal Drug Use Statement at CA Renewal

Before approving a CA renewal, ensure that all the adult participants coded IN on SEPA complete and sign the Illegal Drug Use Statement.

Depending on how the participant completes the CA renewal interview, complete **one** of the following:

- When the CA renewal interview is completed by phone, complete **all** of the following for each eligible [adult\(g\)](#) participant:

Send an Information Needed – CA/TPEP (A011) notice for other pending verification and request an Illegal Drug Use Statement (A002) notice for each adult participant on the case.

In the 'Other' field of the A011 notice, type 'We have sent each adult participant a separate notice requesting an Illegal Drug Use Statement.'

- When the CA renewal interview is completed in-person, complete **all** of the following:

Allow the adult participant an opportunity to complete the Illegal Drug Use Statement (FAA-1415A) form at the interview.

When the participant does not complete the FAA-1415A at the interview, complete **all** of the following:

- Request the participant to provide the completed FAA-1415A on the Information Request and Pending Agreement (FAA-0077A) form or A011 notice.



- Allow ten calendar days for the participant to provide the FAA-1415A or A002 before completing the renewal.
- Extend the due date to the following workday when the deadline ends on a weekend or holiday.

When eligible adult participants do not provide a completed Illegal Drug Use Statement, complete **all** of the following actions:

- Document the [case file\(g\)](#) to indicate that a completed Illegal Drug Use statement was not provided by the participant or is incomplete.
- Disqualify the adult participant who failed to provide a completed Illegal Drug Use Statement. For policy and procedures see, [When the Illegal Drug Use Statement is not provided by the Participant](#).
- Determine CA eligibility for the budgetary unit. Send the CA Renewal Approval (A101) notice when eligible.
- Send the A705 disqualification notice to all noncompliant participants, allowing for NOAA.

See [Illegal Drug Use Statement Not Provided by the Participant](#) to determine when the disqualification can be ended.

Determine whether there is reasonable cause to believe a participant engages in the use of [illegal drugs\(g\)](#). When the completed Illegal Drug Use Statement is provided, review the responses to all the questions on the statement.

When all the questions are answered, and all responses are NO, complete **all** of the following:

- Document the case file with the Illegal Drug Statement's date and that all responses were marked NO.
- Complete the CA eligibility determination for the budgetary unit and send the appropriate notice.

When any question is answered with a YES response, complete **all** of the following:

- Refer the participant for a drug test. See [Drug Test Referral Procedure](#) and follow the instructions.
- Document the case file with the date the Illegal Drug Use Statement was received and the date the participant was referred to Central Office for a drug test.

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## Verification

System interfaces and the [case file\(g\)](#) must be reviewed before verification is requested. No additional verification is needed when AZTECS interface or HEAplus hubs have verified any of the nonfinancial or financial eligibility factors.

The following information or verification may be needed to determine eligibility for renewal. Some of the listed items may not apply to both NA and CA. It is the

participant's responsibility to provide all requested verification, including and not limited to **any** of the following:

- Identity
- Changes in noncitizen status
- Household composition
- Proof of income
  - Earned income
  - Unearned income (for example, Social Security, Retirement pension, Workers Compensation, child support or alimony payments, and others)
  - Self-employment income and business-related expenses
- Resources
  - Shelter and utility expenses
  - Dependent care expense

See [How to Provide Verification](#) for instructions on providing verification.

For CA, additional policies require a signed statement or agreement by the PI, authorized representative, and adult members of the budgetary unit. FAA sends a copy of these documents to the [Primary Informant\(g\)](#) for interviews conducted by phone.

When received, **all** of the following documents need to be signed and returned to FAA:

- CA Personal Responsibility Agreement (PRA): When a signed PRA is not currently in the file, either the PI or the authorized representative is required to sign this document. See [CA PRA](#) for requirements, sanctions for noncompliance, and good cause for noncompliance.
- Illegal Drug Use Statement: All [adult\(g\)](#) participants receiving CA benefits are required to complete the Illegal Drug Use Statement.

NOTE FAA mails the PRA and the Illegal Drug Use Statement to the PI for interviews completed by phone, with a due date for returning the documents.

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## AZTECS Keying Procedures

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## Register a Renewal Application

To register a renewal application on RERE, complete **all** of the following:

- RENEWAL APP DATE – Key the date the participant submitted the application.
- HEALTH-E APP ID – Key the HEAplus application ID number. Press ENTER.
- RERS displays. Key the MSN field using the HEAplus Person Sequence Number (position on the HEAplus application) next to each participant. Press ENTER to return to RERE.
- Copy details for the new month.

Current information displays on RERE in the following fields for **all** of the programs in the AZTECS case:

- PROGRAM INVOLVEMENT
- ORIGINAL APP DATE
- BEN PRORATION DATE
- PROGRAM STATUS
- RENEWAL DUE

NOTE A renewal application can only be registered on RERE within 60 [calendar days\(g\)](#) of the last day of the approval period.

When FAA does not send the Notice of Expiration (NOE), and the participant submits a renewal application by the last day of the month following the renewal month, complete **all** of the following:

- Reopen the case on REPT using the OTHR code.
- Register the renewal application.
- Ensure the benefits start date on APMA is the first day of the benefit month.

## Keying AZTECS for the Renewal Interview

Once a renewal application is registered in AZTECS, copy details into the next month on APEM. Begin keying in AZTECS with the first month after the final month of the approval period.

NOTE When appropriate, the first month of the approval period may begin the month after current system month.

While conducting the renewal interview, as the HEAplus interview questions are answered, key the AZTECS screens simultaneously using the AZTECS Roadmap.”

See the [AZTECS Data Entry Guide](#) for help with keying.

Use the NEXT function in AZTECS as necessary because the AZTECS screens do not necessarily follow the same order as the HEAplus interview questions.

Review and update changes as needed for **all**, and not limited to, the following AZTECS screens:

- ADDR - change of address.
- INDA – Key Y under a program in the COMPLETED field when the interview is complete and key the date and type of interview in the DATE AND TYPE field. When an interview is not completed for any reason, complete **all** of the following:

Ensure the COMPLETED field is blank. When the COMPLETED field is left blank, AZTECS auto-populates the field with an N and sends the appropriate missed interview notice.

Do not change the interview DATE and TYPE fields, this could cause the Notice of Missed Interview to be sent too soon or too late.

When INDA is updated during an interview that is not completed, see [FAA Systems Help Desk](#) contact information for help with making sure the interview dates on INDA are correct.

- PRAP and DISA - sanctions or disqualifications
- MAST – update changes in marital status, pregnancy, and when a participant is temporarily out of the home
- SPRD – update absent parents' information
- IDCI – update changes in a noncitizen's status
- VOQS – update NA work requirement disqualifications
- FIAC – update current financial account information
- LIAS - update liquid resources information
- VEHI – update vehicle information
- OTAS – update other asset information
- UNIE – update student educational income
- UNIN – update unearned income
- EAIN – update earned income
- SEEI – update self-employment income
- EXNS – update shelter and utility expenses

NOTE When an NA case includes a participant 60 years of age or older, or a participant with a disability, review any previously verified medical expenses. See [Medical Expenses and Deduction](#) to determine whether a NA budgetary unit is eligible for a standard medical deduction (SMD)

- WERE/CODF – update ABAWD exemptions

NOTE Ensure the TI-Begin Date on CODF is keyed

- WORW - review each participant's work registrant status.

NOTE When information about an eligibility factor is the same as before, document the participant's response to the interview question in HEAplus and press ENTER on the AZTECS screen.

### Approve or Deny an NA Renewal Application

To approve an NA renewal application, complete **all** of the following

- Authorize NA benefits by keying the user [Personnel Control Number\(g\)](#) in the BENEFIT AUTHORIZATION field on FSAD.
- When appropriate, copy details for a new month into the [current system month\(g\)](#).
- Key any appropriate changes for the current system month (CSM).

NOTE Ensure benefits are authorized in the CSM. When appropriate, the first month of the approval period may begin the month after current system month.

- Send the NA Renewal Approval (F101) notice.
- Assign the correct site code for the case on CARC. See [Case Record Control \(CARC\)](#) for the proper procedures

To deny an NA renewal application, complete **all** of the following:

- When FSAD indicates the budgetary unit is not eligible for NA, review the eligibility factors on FSED. On FSED, check the HOUSEHOLD column when **one** of the following shows under the column for the household, and ensure all information is entered correctly:

N/A

???

Fail

- Key the appropriate code in the DENIAL CLOSURE REASON field. See [Denial Closure Reason Reference Links](#) to find the correct Denial Closure Reason Code.
- Send the appropriate closure notice. NA renewal denial does not require NOAA.

### NA Renewal Compliance After Closure Keying

NA renewal compliance occurs within the 30 calendar days after the last date of the NA approval period when the participant fails to complete a renewal requirement.

When the participant provides the required verification or completes the NA renewal interview within 30 calendar days after the NA effective date of closure, key **all** of the following:

- On REPT, complete **all** of the following:
  - Key FS in the PROGRAM TO REVERT TO OPEN field.
  - Key the RENW in the REASON field.

- Key the date (MMDDYY) in the DATE PROVIDED (FS ONLY) field on REPT to match the date the participant provides the verification or completes the interview.

NOTE In the benefit month on SEPA, the calendar day the participant provides verification or completes the renewal interview displays in the START DATE field.

- On APEM, key the month of compliance in the MONTH field.
- Complete all AZTECS screens with current case information for the month keyed on REPT.
- Complete the determination on FSAD and send the appropriate renewal approval or denial notice.

When the participant submits a renewal application within 30 calendar days after the effective closure date, complete **all** of the following:

- Register the renewal application with the application date
- Ensure the benefits start date on SEPA matches the application date
- Complete the interview and determination as soon as possible

NOTE AZTECS displays the application on CAP2 as a new application.

### **Approve or Deny a CA Renewal Application**

To approve a CA renewal application, complete **all** of the following

- Authorize CA benefits by keying the user Personnel Control Number (PCN) in the BENEFIT AUTHORIZATION field on AFPD.
- When appropriate, copy details for a new month into the [current system month\(g\)](#).
- Key any appropriate changes for the current system month (CSM).

NOTE Ensure benefits are authorized in the CSM.

- Send the CA Renewal Approval (A101) notice.
- Assign the correct site code for the case on CARC. See [Case Record Control \(CARC\)](#) for the proper procedures

To deny a CA renewal application, complete **all** of the following:

- Key the user PCN in the PAYMENT AUTH field on AFPD.
- Key the Denial Closure Reason Code in the DENIAL CLOSURE REASON field on AFPD. See [Denial Closure Reason Reference Links](#) to find the correct Denial Closure Reason Code.
- Key the CA ineligible date in the INELIG DATE field on AFPD.
- Send the appropriate renewal closure notice. Allow for Notice of Adverse Action (NOAA).
- Assign the correct site code for the case on CARC.

## CA Auto Close Process

AZTECS identifies CA cases to be closed when **one** of the following occurs:

- An application for renewal is not registered.
- Y is not keyed on INDA in the COMPLETED field to indicate the interview was completed, even when an application for renewal is registered.

AZTECS sends the Missed Review Notice (X050) Notice of Adverse Action (NOAA) when **all** of the following occurs:

- It is the tenth [calendar\(g\)](#) day of the renewal month, or the next workday when the tenth is not a workday.
- The CA application is not turned in or the interview is not completed.

The X051 informs the participant that CA benefits are stopping for a missed renewal unless an application is turned in and an interview is completed.

AZTECS does not automatically close CA cases that are not in the [current system month\(g\)](#), these cases must be closed manually. See [AF CASE MUST BE CLOSED ONLINE](#) ACTS Alert for required actions.

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## HEAplus Procedures

Before beginning a renewal interview, review the Case Summary page for the most recent application, check the “Application Status,” and take action based on **one** of the following:

- [A Renewal Application is Not Submitted](#)
- [A Renewal Application is Partially Submitted](#)
- [A Renewal Application is in Pending Status](#)

### A Renewal Application is Not Submitted

When a participant requests an interview and a renewal application is not submitted, complete **all** of the following:

- On the Case Summary page, click on **one** of the following options:
  - Reapply for Benefits, and this option is only enabled and available when the customer previously submitted an application but has no active benefits.
  - Report a Change, and this option must be used for renewals.
- Select **one** of the appropriate application sources in the Application Source pop-up.
  - Data Entry for a submitted identifiable paper application and the [Primary Informant\(g\)](#) is not present on the phone or in-person.
  - In-Person or By Phone when completing the application with a participant.
- In the “Modify Notification” pop-up, click the “Continue” button to initiate an application.

- Continue the application. Read to the participant all the questions HEAplus presents and enter the participant's answers.
- Collect a signature from the participant.

**NOTE** When a call is dropped, or the participant leaves the office before signing the application, and the participant cannot be reached by phone, do not submit the application, register in AZTECS, or indicate in HEAplus that a signature was received.

### **A Renewal Application is Partially Submitted**

A "Partially Submitted" in HEAplus is an NA, CA, and Medical Assistance (MA) combo application in which the MA is submitted, but the NA or CA application is unfinished and not submitted. A "Partially Submitted" application has the "Continue" link to complete the NA or CA portion of the combo application.

When a renewal application is started and not finished or submitted, complete **all** of the following with the participant:

- On the Case Summary page, next to the partially submitted application, click on the link "Continue."

**NOTE** HEAplus displays the last saved page in the application.

- The application opens in the Regular Mode at the SELECT PROGRAMS. Complete and submit the application with the PI, authorized representative, or [responsible participant\(g\)](#).
- Collect a signature from the Primary Informant (PI), the [authorized representative\(g\)](#), or the [responsible participant\(g\)](#).

### **A Renewal Application is in Pending Status**

When a renewal application is pending, begin the interview by completing **all** of, and not limited to the following:

- Click on the "Process Application" link on the Case Summary page.
- Review the application source. When the source is a paper application, complete **all** of the following:

Navigate to Process Application and select "Access Pending pages."

Complete all the questions for any pending batteries. The pending pages must be completed to ensure that all the questions for the application are answered.

When another source submits the application, select "Access Interview pages" on the Process Application page and begin asking and entering the participant's responses for each question HEAplus displays on the interview pages. During the interview, complete **all** of the following:

- On Process Application, select the "Program Selection: battery. Ensure any program due for renewal or in OPEN status is included on the application.

**NOTE** Add a program when requested by the participant.



- Navigate to the “Household Members screen to ensure that all the household members are included, even members for whom the participant is not applying.
- Complete documentation using the Documentation Template
- Enter data into the AZTECS roadmap as each interview question is displayed, answered, and documented. (See [Keying AZTECS for the Renewal Interview](#).)
- When the “Interview Details” screen displays in HEAplus, enter the interview information. Click the “Save” button.
- Navigate to “Pending Verifications” to verify pending factors with all the verification available at the interview.

See [Providing Verification](#) for details about what is used to establish the accuracy of each eligibility factor.

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### Examples

- 1) CA case is due for renewal 06/2022. PI fails to submit an application, and the case auto closes on 06/23/2022. On 06/26/2022 the PI submits an application. REPT the case. RERE the application using a 07/01/2022 prorate date.

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### DBME Job Aids in SharePoint

[CA Application Timeline](#)

[CA Renewal Month](#)

[NA Compliance After Denial/Closure](#)

[NA Renewal Application Timeline](#)

[NA Renewal Month](#)

[NA Timely/Untimely Renewal](#)

[Register Renewal – RERE](#)

[Renewal Registration Source](#)

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### Legal Authorities

7 CFR 273.10(a)(2)

7 CFR 273.12(c)

7 CFR 273.14

AAC R6-12-210

[Prior Policy](#)

*last revised 06/12/2023*