01   Case Record Control (CARC) Procedures

The CARC screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

After completing a benefit determination for a case in AZTECS, key on CARC the site code that serves the participant's residential ZIP Code.

Do not change the site code when the site code is *one* of the following:

- 166C - Site Code 166C is used by the Employee Benefits Unit (EBU).

- 169C - Site Code 169C is used by the FAA Refugee Units.

- 171C - Site Code 171C is used to register an application in the DCS Fast Pass Application Process.

- 261C - Site Code 261C is a Hub office which manages other FAA hospital sites.

- 285C - Site Code 285C is used by the FAA Refugee Units.

- 705C - Site Code 705C is used for the NA Elderly Simplified Application Project (ESAP)

- 759C - Site Code 759C is used for Address Confidentiality Program (ACP) cases.

- 845C - Site Code 845C is used with the AZSNAP project.

To change the site code using CARC complete *all* of the following:

- Ensure there are no outstanding notice situations on NORE

- Determine the office's three-digit site code that serves the participant's residential ZIP Code (See FAA Offices by Site Code)

- Key the office's three-digit site code in the SITE CODE field on CARC

- Press ENTER

- Return to CARC and key *one* of the following in the UNIT field and *one* of the following in the CASELOAD field on CARC based on the status of the case:

    Open: UNIT 5 CASELOAD 55 (5-55)

    Closed: 7-77

    Pending: V-01

    Expedite: X-01

    Read/Correction: B-01

    Transferred: 9-99

    Pending an Interview: P-01

- Press ENTER

DBME Job Aids in SharePoint

[CARC Job Aid](#)

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