.02 Providing Verification at NA Renewal

REVISION 51
(01/01/23 – 12/31/23)

Allow the Primary Informant(g) or the authorized representative(g) at least ten calendar days to provide the requested verification. (See Providing Verification)

For NA timely renewal applications, when the information request deadline is one or more workdays(g) before the alphabetical NA issuance date, the following apply:

- When requested verification is received within the request period, benefits are issued no later than the alphabetical NA issuance date.

- When requested verification is received after the ten-calendar day deadline, but no later than the last day of the NA approval period, *all* of the following apply:

    The PI is not guaranteed to receive benefits by the alphabetical NA issuance date.

    Treat the application as an untimely NA renewal.

When the ten-calendar day information request period expires and the participant does not provide the requested mandatory verification, deny the timely renewal application by the close of business on the workday before the last workday of the NA approval period.

NOTE   When the ten-calendar day due date and the Timely Recert Denial date are the same, it is not necessary to wait until the end of the day or the following workday to deny the timely renewal application. When the requested information is provided, reopen the case on REPT. For more information, see the NA Compliance after Closure/Denial Decision Tree. (Internal use only)

For an NA untimely renewal application, when the information request period expires and the participant does not provide the requested mandatory verification, deny the application on the Timely Denial date.

NOTE   When the ten-calendar day due date and the Timely Denial date are the same, it is not necessary to wait until the end of the day or the following workday to deny the untimely renewal application. When the information is provided, reopen the case on REPT.