.02   Renewal Applications – Auto Close Process

REVISION 46
(01/01/18 – 12/31/18)

AZTECS identifies cases to be closed when compliance with the renewal interview requirements are NOT met.

On the tenth calendar day of the renewal month (or prior workday(g) when the tenth day is not a workday), AZTECS sends the NOAA to the PI informing them of benefit closure when either of the following exists:

- 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 automatically closes cases on the 23rd calendar day of the renewal month (or the next workday when the 23rd is not a workday) when the renewal process is not completed. (See Untimely Renewal Applications when an application for renewal is received after the NOAA date, but prior to the effective date of closure.)

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EXCEPTION

AZTECS DOES NOT automatically close CA cases that are NOT in the current system month(g); these cases MUST be closed manually. (See Denial or Closure Reason Code)

The following alert is generated in ACTS for CA cases not in the current system month:

CASE MUST BE CLOSED ONLINE

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