

B Renewal Applications - Auto Close Process

REVISION 04
(04/01/08 – 06/30/08)

AZTECS selects 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 work day when the tenth day is not a work day), AZTECS mails 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** to indicate the interview was completed, even when an application for renewal is registered.

AZTECS automatically closes the selected cases on the 23rd calendar day of the renewal month (or the next work day when the 23rd is not a work day) when the renewal interview process is not completed. (See [Late Renewal Applications](#) when an application for renewal is received after the NOAA date, but prior to the effective date of closure)

AZTECS automatically closes specific cases on the date of the scheduled interview when the following conditions are met:

- A renewal application is registered
- An interview is scheduled
- The PI did not appear for the scheduled interview
- The PI did not reschedule on the date of the interview

EXCEPTION

AZTECS DOES NOT automatically close CA or MA cases that are NOT in the [current system month\(g\)](#); these cases MUST be closed manually.

The following alert is generated in [ACTS](#) for CA or MA cases not in the current system month:

[CASE MUST BE CLOSED ONLINE](#)

MA cases are NOT closed when there are participants in the case who are not subject to renewal policy. (See [Deemed Newborns](#) and [MA renewal process](#) for additional policy) AZTECS stops MA on [SEPA](#) for only those participants who are subject to renewal.

WARNING

Local offices must monitor the CR110 report to ensure all renewals are completed as appropriate. When cases are transferred, receiving offices must review incoming cases to ensure renewals are completed as applicable.

EIs must manually track cases and stop benefits when AZTECS bypasses the case because the interview was scheduled after the 10th calendar day of the renewal month.