

B Renewal Applications – Auto Close Process

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 is not a work day), AZTECS mails the [NOAA](#) to the PI informing 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.

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 PARTICIPATION 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 close benefits when AZTECS bypasses the case because the interview was scheduled after the 10th calendar day of the renewal month.