

FAA5.H Notice Request (NORE CLNR)

01 Notice Issuance - Overview

[REVISION 47](#)
(01/01/19 - 12/31/19)

Regulations require **FAA** to send written notification to advise participants of the application eligibility determination. Notices of approval, denial, changed, or closed benefits must be sent to the PI within the appropriate time limits.

NOTE When SPAN is in the LANG READ field on **NORE**, AZTECS sends a Spanish notice when available.

EXCEPTION

Do not send a decision notice when all participants in the budgetary unit are deceased.

All approval, denial, and closure notices contain standard formatted text. Notices may also require the keying of additional information.

When a participant requests communications in an alternative format due to a visual impairment, see [Participants Rights - Handling Accommodation Requests](#).

Policy and procedures regarding notice issuance are outlined as follows:

- [Notice Content](#)
- [Notice Issuance Time Frames](#)
- [AZTECS Mailing Time Frames](#)

A Notice Content

All notices must contain the following information:

- The right to file an Appeal.
- Information on the steps necessary to request an Appeal.

NOTE Written notices containing requests for hearings provide a box to check that indicates the participant wishes to waive rights to continued benefits.

- The specific FAA office telephone number.

- The name of the staff person to contact for additional information.
- The telephone number of an individual or organization that provides free legal representation, when such services are available.
- [Notice of DCSS requirements and services](#).

NA EXCEPTION

DCSS requirements and services are not included in NA notices.

(See [Notice Types Requirements](#) for specific notice content requirements)

B Issuance Time Frames

REVISION 48
(01/01/20 – 12/31/20)

For NA send the appropriate notice using the following time frames:

- For an approval send the notice by one of the following:
The 30th day from the date of application
The seventh calendar day from the date of application for an [NA expedite](#).
- For a denial send the notice by the 30th day from the date of application.

NOTE All denial notices must be sent within two [workdays\(g\)](#) from the decision date. Failure to send the denial notice within two workdays may cause a Quality Control (QC) error.

For CA send the appropriate notice using the following time frames:

- For an approval send the notice by one of the following time frames:
The 45th day from the date of application for new applications
Prior to the end of the current approval period for renewal applications
- For a denial send the notice by the 45th calendar day from the date of application

- For Grant Diversion and CA Kinship the notice must be sent by the 20th day.

When a determination results in benefits being stopped, send a [closure notice](#) allowing for one of the following:

- [Adequate notice](#)
- [NOAA](#)

C Notice Mailing Time Frames

REVISION 12
(04/01/10 – 06/30/10)

Notices completed on **NORE** for issuance are printed nightly at the Central Processing Unit and mailed the following [workday\(g\)](#).

EXCEPTION

Notices keyed (and MAIL indicated) on Saturday are printed Sunday night and mailed the following workday.

02 Notice Types Requirements - Overview

Notice types requirements are outlined as follows:

- [Approval Notice Requirements](#)
- [Changes in Benefits Notice Requirements](#)
- [Closure Notice Requirements](#)
- [Denial Notice Requirements](#)
- [NA Notice of Expiration \(NOE\) Requirements](#)
- [Information Request Notice Requirements](#)

(See [Notices List](#) for a complete list of notices)

A Approval Notices

REVISION 07
(01/01/09 – 03/31/09)

Send an approval notice for both of the following types of determinations:

- New application approval
- Eligible months

Approval notices must contain the following:

- Eligible months.
- Begin and end date of the approval period.
- Benefit amount, prior to recoupment, for each month included in the determination.

When either of the following occur, the approval notice must inform the PI that the first month's benefits will not be issued:

- The benefit amount is [less than \\$10](#).
- The budgetary unit is [Categorically Eligible No Pay](#).

When there are eligible and ineligible months or participants, the approval notice must contain the following:

- Ineligibility reason.
- [Legal references](#).
- Ineligible months.

NA EXCEPTION

The [F121 notice](#) must be sent, containing the following, for [expedited NA](#) approvals:

- The specific verification that must be provided.
- The date when the verification is due. This is the 30th day from the date of the application or 10 days from the date the F121 is sent, whichever is later.
- That no further benefits will be issued until the postponed eligibility requirements are verified.
- That a change will be made without further notice, when verification provided results in a change in benefit level.

B Changes in Benefits Notices

Participants are required to report [changes](#) that impact eligibility.

When a change is reported, a notice must be sent when there is a benefit decrease, increase, or benefits are closed. When a change is reported by the participant, a notice must be sent when there is no change in benefits.

(See [When to Effect Changes Procedures](#) for additional notice information)

NOTE **AZTECS** automatically mails a change report to the PI when certain notices are mailed.

Changes in benefits notices must contain the following information:

- The type of change action
- The effective month the change in benefits occurs
- The new benefit amount before recoupment
- The amount of recoupment when a recoupment exists
- Names of eligible and ineligible participants
- The reason for the change in benefits

CA WARNING

Change notices must also contain the following:

- Reasons for sanction (when applicable)
- Effective date of sanction (when applicable)
- Benefit amount based on percentage of sanction
- Name of contact person for information on how to comply

NOTE When a sanction is being ended, the notice must also contain the 100% benefit level amount and the effective date.

C Closure Notice Requirements

[REVISION 48](#)
(01/01/20 – 12/31/20)

Closure notices must include the following:

- Reason for ineligibility
- Month of ineligibility

NOTE The month of ineligibility is the first day of the month following expiration of [NOAA](#) or [adequate notice](#).

- [Legal references](#)

Use the [AZTECS Monthly Production Schedule \(AMPS\)](#) to determine the correct closure date.

When requested verification is not provided send the appropriate Denial Closure notice. List only the verification that was not provided on the notice.

NOTE Do not list any verification items in the Denial Closure notice that were provided or not requested.

D Denial Notice Requirements

[REVISION 51](#)
(01/01/23 - 12/31/23)

Denial notices must include the following:

- Reason for the denial
- The date of the application is denied

Use the [AZTECS Monthly Production Schedule \(AMPS\)](#) to determine the denial deadline.

For NA, denial notices contain **all** of the following information:

- The action required by participants to complete the application process
- A determination can be completed on the original application when the action is completed by the participant within 60 calendar days of the application date
- A new application is needed when the required action is not completed within the time frames
- What is missing and the time limit to provide it, when the denial was caused by failure to provide verification.

When the 10-calendar day request period expires and the requested mandatory verification is not provided, complete **one** of the following:

- For initial or untimely renewal application, deny the application on the Timely Denial date.
- For timely renewal application, deny the application on the Timely Recert Denial date.

NOTE When the 10-calendar day and the Timely Denial date or the Timely Recert Denial date are the same, it is not necessary to wait until the end of the day to deny the application. When the requested information is provided, use [REPT](#) to open the program in AZTECS.

Statements made on the application that indicate obvious ineligibility must be substantiated by the participant at the interview. Additional information is not required. For a list of Denial Closure codes and reasons that can be used to deny an application prior to the Timely Denial date or the Timely Recert Denial date, see [Application Denials](#).

NOTE Do not deny an application prior to the completion of an interview.

When requested mandatory verification is not provided send the appropriate Denial Closure notice. List only the verification that was requested and not provided.

E NA Notice of Expiration (NOE)

[REVISION 49](#)
(01/01/21 – 12/31/21)

AZTECS mails a Notice of Expiration (NOE) to each NA budgetary unit so that it is received as follows:

- At least one day before the last month of the approval period.
- No earlier than the next to the last month of the approval period.

AZTECS automatically creates an NOE notice on the 1st of the month prior to expiration.

AZTECS does not automatically generate the NOE notice to budgetary units approved for three months or less when the approval is keyed after the AZTECS NOE issuance date.

When an approval period is assigned and the approval completed after the AZTECS NOE date, send an F009 notice.

In cases where the timeliness of the NA NOE is in dispute, determine whether adequate mail time was allowed, using the following:

- The postmark on the NOE
- Adding two days to the NOE postmark date for receipt of the NOE

Do not prorate the initial month's benefits when both of the following apply:

- NOE was not issued during the prior approval period
- The participant is reapplying for NA in the month following the month that the approval period ended

The NOE informs the PI of the following information:

- The effective end date for the approval period.
- The date by which a renewal application must be filed in order to receive benefits by the normal issuance date.
- The requirement to complete the scheduled interview process to continue receiving benefits by the normal issuance date.
- The following interview options:
 - Local office
 - Telephone
 - Home-based interview
- The requirement to provide all requested verification to continue receiving benefits by the normal issuance date.
- The right to request and have FAA accept an application as long as it is signed and contains a legible name and address.
- The address of the office where the application needs to be filed.
- The consequences of failure to comply with the NOE requirements.

- The right to file the application by mail or through a representative.
- The right to request an Appeal when the renewal is denied or if the participant disagrees with the amount of benefits received.
- The right to apply at the Social Security Administration (SSA) when the budgetary unit consists totally of SSI recipients.

F Information Request Notice Requirements

REVISION 49
(01/01/21 – 12/31/21)

When eligibility or a redetermination of benefits cannot be completed, due to unavailable required verification, the appropriate information request notice must be sent. Participants must be notified and allowed ten days to provide the required verification. All information request notices must be sent to the correct address of the participant.

When a face-to-face interview is completed Key # in the DELETE (#) field, to delete the generated notice situation, when the verification is requested using the Information Request and Pending Information Agreement (FAA-0077A) form. The FAA-0077A must be signed by both the participant and the worker. Upload the signed FAA-0077A into OnBase.

When a notice must be sent in Spanish, follow the procedures in [Translation Services When Sending Notices](#).

Use the System Selection (SYSE) screen in AZTECS to access the Display Notice Selection (DINS) screen to view the current content of any information request notice.

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