

02 **Notice Request - Overview**

NORE is used to send eligibility determination or information request notices to the PI. (See [Notice Issuance](#))

A list of possible notice situations is generated and displayed on **NORE**, based on actions taken on the eligibility screens in **AZTECS**.

Notice situations include, but are not limited to, the following:

- Approval or denial of an application
- Increase or decrease in benefits
- Request for more information
- Closure of benefits

For MA approval, denial, or closure notice situations, **CLNR** is accessed from **NORE** to select and send the appropriate MA notices to the PI. (See [CLNR Overview](#))

When a notice is requested on **NORE** and either the **BENEFIT MONTH** or **PGM** field is blank **NORA** displays.

Requested notices display on and are mailed from **NOTI**.

Details of mailed notices are available in **AZTECS** for review on **NOHS** for four months before being purged.

NOTE Retrieve purged notices using **DARS**.

Policy and procedures regarding **NORE** are outlined as follows:

- [CLNR Overview](#)
- [Notice Issuance](#)
- [Deleting Notice Situations](#)
- [Notice Issuance Time Frames](#)
- [AZTECS Mailing Time Frames](#)
- [Notice Types Requirements](#)
- [Notices List](#)
- [NORA Overview](#)
- [NOTI Overview](#)