

## F Denial Notice Requirements

**REVISION 13**  
(07/01/10 – 09/30/10)

Include the following information in denial notices when the application determination indicates all participants:

- The reason and month of ineligibility  
When the denial is caused by failure to timely complete the application interview process, NA denial notices must also contain the following explanations:
  - The action required by participants to complete the application process.
  - A determination will be completed on the original application when the action is completed by participants within 60 days of the application date.
  - A new application must be filed 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.

Send [denial notices](#) to the PI's last known address.

Send new application denials in accordance with the appropriate time limits.

At the time of interview or any time thereafter when there is sufficient documentation to establish ineligibility.

**NOTE** Statements made on the application that indicate obvious ineligibility must be substantiated by the PI at the interview. Additional verification is not required.

### **WARNING**

When statements made on the application indicate obvious ineligibility, **DO NOT** deny the application before the interview is conducted.

Deny the application on the 10th day when verification of information is requested and is not provided by the participant. It is not necessary to wait until the end of the day as long as the case will be

REPT when the requested information is provided before the effective date of closure.

**NA EXCEPTION**

The new application processing time limit is 30 days from date of application.

Complete the determination using the keying deadline date shown on the CR347 or the [AZTECS Monthly Production Schedule](#) (AMPS) to allow for timely notification.

(For time frames to deny an NA Renewal, see [Renewal Denial Date](#))

See [delays in processing](#) when the eligibility determination is not completed within the applicable time limits.