

C BENH Supervisor and Case Reader Responsibilities

When the EI is unavailable to place a case on hold, use BENH to place benefits and notices on hold in any of the following situations:

- When the case meets the criteria of [Benefits and Notices that are Placed on Hold](#)
- When there is not time to review the case on the same day that benefits are authorized
- When the review indicates an error in the determination of eligibility or benefit level
- When the review indicates a notice error
- When the EI has made corrections to a case, and returns the case to the Supervisor or Case Reader to review the case again

To place benefits and notices on hold, complete all of the following:

- Key Y for all appropriate months in the BENEFIT(S) HELD field for all applicable programs.
- Key Y for all appropriate months in the NOTICE(S) HELD field for all applicable programs.

Remove the Y from the BENEFIT(S) HELD and NOTICE(S) HELD fields when the benefits were placed on hold and either of the following occurs:

- Benefits and notices are determined to be correct.
- Benefits or notices were determined to be incorrect, have been corrected, and placed back on hold by the EI.

NOTE EIs CANNOT remove the Y.

WARNING

Always verify all AZTECS information on the day the benefits are released from benefit hold. This includes, but is not limited to, the following:

- [HOSC](#)
- [BAGI](#)
- [ININ](#)

WARNING continued

Benefits and notices auto release when benefits are not released from benefit hold by the auto release date. When corrections are necessary that would cause the benefits to be held beyond the auto release date, complete either of the following:

- When corrections to the case can be completed within two workdays(g) extend the benefit hold.
- When corrections to the case would take longer than two workdays, remove the case from hold and complete all of the following:
 - Deauthorize the benefits.
 - Delete all notices.
 - Delete all benefit months back to the application month.