

.01 NA 12-Month or 24-Month Approval Period MAC Requirement



NA budgetary units assigned an approval period of 12 or 24 months are required to report certain changes as they occur and complete an NA Mid Approval Contact (MAC).

Policy

Simplified reporting NA budgetary units assigned to 12 or 24-month approval periods are required to report **all** of the following changes midway through the approval period by completing a Mid Approval Contact (MAC):

- Residential address and associated change in shelter cost.
- Anyone moving in or out of the budgetary unit.
- Source of income for any participant of the budgetary unit.
- A \$125 or more reduction or increase in gross income.
- Court ordered child or medical support the participant is paying.
- Lottery or gambling winnings from a single game that meets or exceeds the winnings reporting amount. For the current amount, see [Winnings Reporting Amount](#).

NOTE The lottery or gambling winnings question is currently not available when completing the MAC through the Interactive Voice Recognition (IVR) Voice or keypad. When any question is answered 'Yes' the call is routed to FAA staff who will ask the question about lottery or gambling winnings and document the participant's response in the case file.

- Decrease of work hours below 80 per month for any adult participant aged 18 to 49. (See [ABAWD Eligibility and Requirements](#) for more information)

For changes that are to be reported outside of the MAC process, see [Participant Initiated Changes](#).

The MAC process begins with **one** of the following:

- Months five and six for 12-month approval periods. (See [Example 1](#))
- Months 11 and 12 for 24-month approval periods. (See [Example 2](#))

The participant can respond to the MAC notice using **any** of the following:

- The MyFamilyBenefits website at <https://myfamilybenefits.azdes.gov/Home.aspx>.
- Calling the Customer Care Center (CCC) at (855) 432-7587 and completing the MAC through the automated IVR using **one** of the following options:

Voice

Phone keypad

NOTE When the participant answers Yes to one or more questions, the call is routed to speak with an FAA staff member. The Customer Care Center is available Monday through Friday between the hours of 7:00 a.m. to 6:00 p.m. (excluding state holidays).

- While speaking to FAA during a phone call.
- Completing and returning the MAC form notice sent to the participant.
- Completing the Nutrition Assistance (NA) Mid Approval Contact Form (FAA-1108A) at an FAA office.
- Turning in a completed official application.

NOTE An official application can be used to respond to the MAC when all required information is completed, and the document is signed. A completed application meets the MAC requirements.

A completed MAC includes **all** of the following:

- Name of the participant
- Responses to all the questions
- Signature of the [Primary Informant PI\(g\)](#) or their Authorized Representative

The PI or Authorized Representative is required to complete and return the MAC form and provide all verification, when requested, to continue receiving benefits.

The MAC notice informs the participant of **all** the following:

- The requirement to complete the MAC form.
- Due date to return the completed and signed form.
- The requirement to answer all the questions on the form.
- The consequences of failure to complete and return the form.
- The requirement to complete the appropriate section within the form, when any question is answered with a Yes.
- The requirement to sign the certification section attesting to the truthfulness of all the information being provided, and the understanding that reported changes may cause a decrease or closure of benefits.
- Options for how to return the form.

NA Mid Approval Contact Process

When all the MAC questions are answered with a No and a signature is provided, no further action is needed from FAA.

Budgetary units with a 12-month approval period, are sent the initial MAC-notice on the first workday of the fifth month.

Budgetary units with a 24-month approval period, are sent the initial MAC notice on the first workday of the 11th month.

When the participant fails to provide a completed MAC by the due date, a second notice is mailed, as follows:

- On the 23rd day of the fifth month (for 12-month approvals)
- On the 23rd day of the 11th month (for 24-month approvals)

The second notice informs the participant that no response was received, or the MAC was incomplete. This gives the participant another 10-calendar day opportunity to provide a completed MAC.

When the participant does not respond to the second notice, a third notice mails notifying the budgetary unit that NA benefits are stopped and the effective month benefits stopped.

When the benefits are stopped due to not providing all the required verification, benefits can be reopened without a new application when **both** of the following apply:

- The budgetary unit provides the requested information within 30 calendar days of the effective date benefits were stopped.
- The budgetary unit must have a minimum of 30 calendar days left in their approval period.

MAC Compliance - A Change is Reported

When a completed MAC is received and one or more of the questions are answered with a Yes, additional action is needed from FAA based on the reported change. Verification may need to be requested. The change is affected for all open programs.

Procedures

When the application meets the Mid Approval Contact (MAC) requirements, an ACTS alert is not generated. When the participant complies with the MAC process and INDA has not been updated with a "Y", the worker must manually set the RV ACTS alert and update INDA.

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Compliance with No Change Reported

When **any** of the following completed MAC document types are uploaded to OnBase AZTECS automatically displays a Y in the MAC RECD field on INDA:

- MyFamilyBenefits
- OnBase Unity Form
- Interactive Voice Recognition (IVR) Voice or Phone keypad
- X027 or F027 Notice
- FAA-1108A
- Official completed application

The budgetary unit's compliance with the Mid Approval Contact (MAC) process is complete. No further action is needed from FAA. The budgetary unit is eligible to receive their NA benefits for the remainder of the approval period.

Compliance with a Reported Change

When a completed and signed MAC form is received and one or more of the questions are answered with a Yes, additional action is needed based on the reported change. The change must be affected for all open programs. See [When to Effect Changes](#) for information on processing a reported change.

Use system interface and collateral contacts, when possible, to obtain needed verification.

When verification is needed, send the Information Needed – NA (F011) notice and allow the budgetary unit 10 calendar days to return the verification.

Noncompliance - Failure to Provide Verification

When the participant fails to provide the requested mandatory verification, close the case using the appropriate Denial Closure Reason Code, allowing for NOAA. Send the F200 Denial Closure notice and document the case file.

When the budgetary unit fails to provide verification of allowable expenses do not stop the benefits. Determine the benefits without the deduction allowing for NOAA.

Noncompliance - Failure to Complete a MAC Form

When the MAC RECD field on INDA remains blank, AZTECS stops the NA benefits during the auto close process for failure to complete the MAC using the IV Denial Closure Code. AZTECS sends the X026 notice. No additional notice is required.

NOTE When the benefits must be closed manually, send the F026 closure notice.

FAA staff must update INDA when completing the MAC process manually with the

participant, either in person or over the phone to prevent AZTECS from incorrectly closing NA during the auto close process

NOTE When this occurs an ACTS alert is not generated. When the participant complies with the MAC process and INDA has not been updated with a "Y" the worker must manually set the RV ACTS alert and update INDA

Compliance After Auto Close Process

When the participant complies after the auto close process but prior to the effective date of closure, an ACTS alert (MACC - REVIEW FOR REPT-MAC PROVIDED) is generated with a three-day due date.

When the participant complies within 30 calendar days after the effective date of closure, a new application is not required when there is at least one month remaining in the approval period. For more information, see [Reopening Reasons](#).

Incomplete MAC Form

The MAC form is incomplete when the participant fails to complete **any** of the following:

- Sign the form
- Answer all the questions
- Provide a signature

When an incomplete MAC form is received, overnight AZTECS automatically sends the second X027 notice allowing the participant another opportunity to comply with the MAC requirements.

When the participant still does not comply with the MAC process, overnight AZTECS automatically sends the X026 notifying the budgetary unit the case will be closed allowing for adequate notice.

MAC Auto Process

When the MAC form is uploaded to OnBase with the MID APPROVAL CONTACT document type, AZTECS automatically completes **both** of the following overnight:

- Displays a Y in the MAC RECD field on INDA
- Generates the MAC CHANGE PROCESS (MACC) ACTS Alert. The ACTS alert assigned by AZTECS is due three workdays from the date the alert is generated

The MAC form must be uploaded to OnBase for the auto process to occur. Once the MAC form is uploaded, the programming allows AZTECS to identify whether the MAC form is complete or incomplete. AZTECS completes **both** of the following actions:

- Determines when a change is reported
- Sends the second X027 when the MAC form is incomplete

NOTE It is very important that the correct Document Type of MID APPROVAL CONTACT (FAA-1108A, Unity form, X027, F027, or MyFamilyBenefits) is selected when any of the MAC forms are received and uploaded to OnBase. When an incorrect Document Type is selected, it prevents AZTECS from automatically displaying Y in the MAC RECD field on INDA. This causes AZTECS to incorrectly close NA during the auto close process.

When the participant complies with the MAC process and INDA has not been updated with a "Y" the worker must manually set the RV ACTS alert and update INDA.

When the participant returns the completed and signed MAC form and answers Yes to any of the questions on the form, AZTECS populates the Y in the MAC RECD field on INDA and generates an ACTS alert.

When an incomplete MAC form is received, AZTECS does not update the MAC RECD field on INDA. AZTECS identifies the form as incomplete and sends the second MAC notice. When the second form is incomplete or not returned, AZTECS closes the NA benefits during the auto close process and sends the X026 closure notice.

The MAC RECD field on INDA is an indicator that the budgetary unit complied by providing a completed and signed MAC form and the form was [uploaded into OnBase\(g\)](#).

FAA staff must update INDA when completing the MAC process manually with the participant, either in person or over the phone to prevent AZTECS from incorrectly closing NA during the auto close process

Verification