

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



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](#).
- 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:

- Month 5 for 12-month approval periods. (See [Example 1](#))
- Month 11 for 24-month approval periods. (See [Example 2](#))

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

- The MyFamilyBenefits (MFB) website at <https://myfamilybenefits.azdes.gov/>.
- Interactive Voice Response (IVR MAC).

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).

- Mid Approval Contact Form (F027) notice.
- FAA-1108A form (for in-person contact only)
- An official application when all required information is completed, and the document is signed

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 generated and mailed, as follows:

- Generated on the 23rd day and mailed between the 25th and 28th day of the fifth month (for 12-month approvals)
- Generated on the 23rd day and mailed between the 25th and 28th 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, allowing for adequate notice. An adequate notice is a notice of action

which is sent to the budgetary unit before benefits are affected. The notice is mailed before the effective date of the action.

When the benefits are stopped due to not providing all the required verification, benefits can be reopened without a new application when **all** 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 has 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.

ARCHIVED (Valid until 06/28/23)