.04 NA Mid Approval Contact Process – Noncompliance Failure to Return the X027

When the budgetary unit fails to respond to the initial notice and the second reminder notice, the budgetary unit is noncompliant with the MAC process.

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. No additional notice is required.

WARNING

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.

When the participant complies with the MAC process prior to the effective date of closure, revert the NA program to open. Key the MACA (MID APPROVAL CONTACT COMPLIANCE) REPT Code on REPT. (See Revert to Open - Overview)

A new application is required when the participant complies after the effective date of closure.