

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

REVISION 48
(01/01/20 - 12/31/20)

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 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 3-day due date.

When this occurs, revert the NA program to open on REPT and key the MACA (MID APPROVAL CONTACT COMPLIANCE) REPT Code. (See [Revert to Open - Overview](#))

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