

A NA Mid Approval Contact - Overview

[REVISION 47](#)
(01/01/19 - 12/31/19)

MAC requirements for 03/2020 through 06/2020 are waived, see [Urgent Bulletin](#) emailed 03/30/2020 regarding NA Renewals and Mid Approval Contacts and [Urgent Bulletin](#) emailed 04/29/2020 regarding time extension.

Nutrition Assistance (NA) budgetary units assigned a 12 or 24 month approval period must report certain [changes](#) as they occur and complete a Mid Approval Contact (MAC).

The MAC process requires budgetary units to report certain changes midway through the approval period that occurred since their NA benefits were last approved. The MAC process provides up to two opportunities for the participant to comply with the MAC requirements before their NA benefits are closed. FAA initiates the MAC process by sending the NA MID APPROVAL CONTACT FORM (X027) notice to the budgetary unit.

The MAC form must be uploaded to OnBase for the [auto process](#) to occur. Once the MAC form is uploaded, the programing allows AZTECS to identify whether the MAC form is complete or incomplete. AZTECS completes the following actions:

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

A completed MAC form includes all of the following:

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

The following notices are associated with the MAC process:

- MID APPROVAL CONTACT FORM (X027 or F027) notice
- MID APPROVAL CONTACT CLOSURE (X026 or F026) notice (adequate notice for closure).

When a participant visits an FAA office to complete the MAC process, and fails to bring the X027, ensure the participant completes and signs the NUTRITION ASSISTANCE (NA) MID APPROVAL CONTACT FORM (FAA-1108A). Do not print the X027.

When a participant calls the FAA IVR to complete the MAC process, the OnBase Unity form must be completed, and a voice signature obtained.

WARNING

It is very important that the correct Document Type of MID APPROVAL CONTACT (FAA-1108A, X027, or F027) 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](#).

The NA budgetary unit must complete and return the MAC form and provide all verification, when requested, to continue receiving benefits.

The MAC form informs the participant of 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 failing 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.

When an initial MAC notice is sent and the participant fails to respond or responds with an incomplete MAC form, AZTECS automatically sends the second MAC notice. The second MAC notice is a reminder and provides the budgetary unit with a second opportunity to comply with the MAC process. For more information see, [Mid Approval Contact Process – Noncompliance, Failure to Return the X027](#).

A participant may turn in an application, instead of a MAC form during the MAC period. When this occurs see, [Mid Approval Contact Process – An NA Application is Submitted During the MAC Period](#).

When the MAC form is completed and no changes are reported see, [Mid Approval Contact Process – Compliance, No Change is Reported](#).

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 the [MACC-MAC CHANGE PROCESS](#) ACTS Alert. See [Mid Approval Contact Process – Compliance, Change is Reported](#).

WARNING

When the participant responds to the MAC request via MyFamilyBenefits, the [MACC-MFB: MAC CHANGE](#) ACTS Alert is generated.

When the participant responds to the MAC request via the X027 notice or the FAA-1108A and the document is uploaded to OnBase, the [MACC-MAC CHANGE PROCESS](#) ACTS Alert may be generated

When an incomplete MAC form is received, AZTECS identifies the form as incomplete and the participant as noncompliant. AZTECS automatically 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.

NOTE Manually send the appropriate MAC notice when the original MAC notice was mailed to an incorrect address or did not automatically generate.

The MAC RECD field on INDA is an indicator that the budgetary unit complied by providing a completed and signed MAC form. When the MAC RECD field is keyed with a Y, one of the following has occurred:

- FAA received a completed and signed MAC form and no other information is needed.
- FAA received the MAC form; changes were reported, and additional information is needed.
- An NA application is submitted during the MAC period and uploaded as MID APPROVAL CONTACT Document Type.
- The FAA-1108A is completed for a participant who walks into an FAA Office to complete the MAC.

- The OnBase Unity MAC form is completed for a participant who contacts FAA through the IVR (Interactive Voice Response) to complete the MAC process.

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](#).

ARCHIVED (Valid until 06/22/20)