

.02 Information Requested on the X113 is NOT Received

When the X113 (or M113) is returned by the Post Office as undeliverable and there has been no change of address reported, complete the following:

- Stop the NB coverage using the LC Denial or Closure Reason Code on MADA. (See [Continuing Deemed Newborn Categorical Coverage](#) for policy regarding changes in Deemed Newborn coverage)
- Send the [M200 notice](#) on NORE, allowing for [NOAA](#), informing the PI that NB coverage is being stopped.
- Document the actions taken on the [CR600](#) and CADO.

NOTE The local office must retain the CR600 report for one year.

When the information requested on the X113 (or M113) is NOT provided by the close of business on the 20th calendar day or the mother does NOT RESPOND, complete the following on the 21st calendar day:

- Contact the mother, at least one time, by telephone or [home visit](#) to clarify whether the child is residing in Arizona with the mother. Document the attempt on CADO.

NOTE A home visit is optional.

- When the attempt to contact the mother has failed, stop the child's eligibility. Stop the NB coverage on MADA using the NX Denial or Closure Reason Code.
- Send the M200 on NORE, allowing for NOAA, informing the PI that NB coverage is being stopped.
- Document the actions taken on the CR600 on CADO.

NOTE The local office must retain the CR600 report for one year.