

01 Case Record Control (CARC) Procedures

The CARC screen is used to assign AZTECS cases to site codes. The CARC screen is accessed through the NEXT function.

After completing all possible actions for all programs in a case in AZTECS, key the site code on CARC that serves the participant's residential ZIP Code.

NOTE When all possible actions are taken, do not leave any cases with the 712C site code on CARC. Instead, move the case from 712C into the correct site code that serves the participant's residential ZIP Code or special caseload.

Do not change the site code when the site code is **one** of the following:

- 166C - Site Code 166C is used by the Employee Benefits Unit (EBU).
- 169C - Site Code 169C is used by the FAA Refugee Units.
- 171C - Site Code 171C is used to register an application in the DCS Fast Pass Application Process.
- 261C - Site Code 261C is a Hub office which manages other FAA hospital sites.
- 285C - Site Code 285C is used by the FAA Refugee Units.
- 705C - Site Code 705C is used for the NA Elderly Simplified Application Project (ESAP).
- 759C - Site Code 759C is used for Address Confidentiality Program (ACP) cases.
- 845C - Site Code 845C is used with the AZSNAP project.

To change the site code using CARC, complete **all** of the following:

- Ensure there are no outstanding notice situations on NORE
- Determine the office's three-digit site code that serves the participant's residential ZIP Code (See [FAA Offices by Site Code](#))

NOTE Keying the ZIP Code in the CNAP Manual Search field displays FAA Sites serving the ZIP Code. When a ZIP Code is shared with another office, use the primary site code indicated with an asterisk.

- Key the office's three-digit site code in the SITE CODE field on CARC
- Press ENTER
- Return to CARC and key one of the following in the UNIT field and the CASELOAD field on CARC based on the status of the case:

Active/Open Case: UNIT 5 CASELOAD 55 (5-55)

Inactive/Closed Case: 7-77

Application pending verification: V-01

Expedite: X-01

Read/Correction: B-01

Application registered, pending contact: 9-99

Phone tracker, pending an interview: P-01

- Press ENTER

DBME Job Aids in SharePoint

[CARC Job Aid](#)

[Prior Policy](#)

last revised 06/26/2023

ARCHIVED (Valid until 08/28/23)