Urgent Bulletin

Arizona Department of Economic Security
Arizona Health Care Cost Containment System

Guidance Regarding Temporary Processing of NA & CA Cases   07/18/2022

Program Impact: NA and CA

This Urgent Bulletin is being issued to provide answers to the questions that staff may have regarding how NA and CA cases are temporarily processed. This is due to an emergent situation that hindered FAA's ability to mail out notices. FAA received a short-term approval to waive the interview requirement, extend approval periods, and waive the Mid Approval Contact (MAC) requirement.

In addition, this Urgent Bulletin provides the following important reminders to look at when working a case:

- Review Case Documentation (CADO).

- When an action is already taken on the case for the same reason the case is being worked, do not overwrite the action already taken.

- When the reason is not the same and the issue has not been addressed, proceed with the action following policy and Standard Work (SW) for that action.

- Review Notice History (NOHS).

- When the budgetary unit did not receive a Notice of Expiration (NOE) and the renewal application is submitted after the first day of the month, change the prorate date on APMA to the first day of the renewal month, and document CADO.

- When the budgetary unit received an NOE, proceed with the remaining review of the application to comply with the interview waiver standard work.

Interview Waiver

The interview waiver is in effect until 07/31/2022. Since the requirement to complete an interview is waived, appointment notices are not required to be mailed. See Urgent Bulletin (10/31/2021) – Waiver of the Interview Requirement (Amended) on how cases are processed during the interview waiver.

Approval Periods

The federal regulation requires that budgetary units must be notified when it is time to renew their benefits.

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Due to the system's temporary inability to print and mail notices, cases with an approval period ending dates of 06/30/2022 and 07/31/2022 did not receive notification of the action required to continue receiving benefits. Therefore, the approval period of affected cases is extended through 09/30/2022.

Proration of Benefits

The Your Nutrition Assistance Benefits Are Ending (X009) notice that was scheduled to mail on 05/12/2022 for cases with an approval period expiring 06/30/2022 did not mail. Staff must manually review any new applications to ensure there is no break in benefits caused by non-receipt of the X009.

When a participant submits a new application on or after 07/01/2022, complete a thorough review of case history or prior that includes a review of NOHS. When the X009 is not mailed, the NA benefits must be prorated to 07/01/2022. FAA must ensure that affected NA budgetary units receive the full benefit amount for the month of 07/2022.

See Urgent Bulletin (07/12/2022) – NA Renewal Required for 07/2022 – No Renewal Application Received to determine whether the application should be prorated to 07/01/2022.

Mid Approval Contact

The federal regulation also requires that a notice is sent when a negative action is taken that reduces or stops the budgetary unit's NA benefits. The MAC process is an automated process that requires notices to be mailed during a specific time of the month. The MAC requirement is waived for budgetary units who are required to complete their MAC in the months of 06/2022, 07/2022, and 08/2022 since the agency was unable to meet the requirement of mailing notices during a specific time of the month.

IMPORTANT: When a budgetary unit's NA case is closed for failure to respond to MAC, and a new application is submitted, do not register the application. The application meets the MAC requirements and can be used to respond to the MAC when all required information is completed, and the application is signed. When the case is in closed status, reopen the case. Manually key the Y in the MAC RECD field on INDA.

NA cases that were auto closed, effective 07/2022, for failure to comply with MAC (IV closure code) required manual reopening.

The cases that were auto closed effective 07/2022 were assigned to staff to reopen.

To complete these actions, they had to:

- Key the ADMN in the REPT CODE field on REPT as the reason for reopening.

- Document CADO with the verbiage that was included in the SW.

    NOTE   The standardized CADO documentation allows Quality Control (QC) and any other auditors to identify cases that were reopened based on the approved waiver.

Please contact the FAA Policy Support Team by phone at **(602) 774-5523** or by e-mail at **FAAPolicyMgmt@azdes.gov** with any questions or concerns regarding this broadcast.
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