



**The Importance of Rolling Cases Into Current System Month**

**07/07/2015**

This NEWS FLASH is being issued to remind staff of the importance of rolling the case and authorizing benefits through the current system month (CSM). Ensuring that active cases are authorized through CSM helps the customers to receive their benefits on time. This also decreases the number of calls the agency receives because customers did not receive their benefits.

The current system month is the latest benefit month created by AZTECS during the monthly rollover process. Cases that have been rolled and authorized through the current system month allow AZTECS to:

- Issue ongoing benefits timely without any interruptions
- Run mass changes correctly and promptly
- Issue correct notice
- Notify the customer when it is time to renew

**Example 1:**

The application is received on 04/22/15. The benefits were approved on 05/18/15. At the time of the approval, AZTECS's current system month was 06/2015. Benefits must be approved for the following months:

- 04/2015      prorated amount, not full month
- 05/2015      full month
- 06/2015      current system month (CSM); full month

To manually copy case information in AZTECS from one month to the next month, use the COPY DETAILS FOR NEW MONTH-Function #4 on the Application Entry Menu (APEM) screen.

When cases are authorized through the CSM, AZTECS will automatically copy all case information to the next month. This is done during the monthly rollover process, which occurs during the last week of every month. Monthly rollover information is included in the AZTECS Monthly Production Schedule.



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Example 2:

On 06/27/15 all open and ongoing cases will be automatically rolled into 07/2015. As of 06/28/15, the AZTECS CSM is 07/2015.

The local office uses the Active Case Listing (CR300) report to ensure that all active cases and benefits are rolled to the current system month and approved. The CR300 report, which is generated weekly, provides a detailed listing of all active cases for each site code.

The information provided in the CR300 report includes, but is not limited to, the following:

- Case status - indicates the current status (open or received) for each active program attached to the case.
- Current month - indicates the most recent benefit month created for each active program attached to the case. For the cases that are showing an OPEN case status, this field must always display the current system month.

NOTE: Nutrition Assistance Expedite (NAX) cases with the postponed verification will show in OPEN case status on the CR 300, but they might not be sitting in the CSM due to the postponed verification. The customer must provide all postponed verification prior to an NAX cases being rolled and authorized through the CSM.

For information about the AZTECS Current System Month, see FAA1.D01B, FAA6.Q01C.51 and FAASOP.B10A of the FAA Policy Manual (Index: Monthly Rollover, Current system month(g) or CR300 active case report (SOP)).

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

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(15-0694)