



POLICY CHANGE ALERT #16-011F

TITLE: REINSTATEMENT OF NUTRITION ASSISTANCE BENEFITS

ISSUE DATE: 03/04/2016

EFFECTIVE DATE: MARCH 3, 2016

Summary

Programs Impacted: NA

This Policy Change Alert is being issued to inform staff that for closures effective the benefit month of 03/2016, households that have had their Nutrition Assistance Benefits closed for failure to verify information will be able to have their benefits re-opened when they provide all the required information. This action is allowed because the Food and Nutrition Service (FNS) approved a waiver for Arizona that allows cases to be re-opened and prorated to the date that the customer complies. This allows the customer to have the remaining benefits of their certification period without having to submit a new application and complete another interview.

Before a case is re-opened ALL of the following conditions MUST be met:

- The household must report and verify all changes in circumstances that occurred following the effective date of ineligibility.
- The household must provide all outstanding information that may have resulted in the most recent closing of the household's case.
- The household must fulfill all these requirements within 30 days of the case closing.
- The household must have at least one full month remaining in the certification period following the date of compliance.
- The household must be eligible for benefits during the reinstatement month and also the remaining months of the certification period.

NOTE Benefits for the initial month of reinstated eligibility must be prorated from the date the household took the required action to reestablish eligibility.

See the following example: FS was closed on 12/31/2015 for failure to verify information.

```

CAP2                CASE PROFILE - PAGE 2                012816 10:38
                  4T MICHELE M
CASE NAME: SOUTH, ELLA                CASE NUMBER: 00017325
TRIBAL TANF:                          SIMPLIFIED REPORTING: AF: FS:
LAST ACTION: CHANGE REPT 013016        CASH DIV:          MULTI CASE: N

      BENEFIT  APP          STATUS RENEWAL  BEN/NOT NOTICE CURR.
PGM  PRORATE RECEIVED SIZE TYPE STATUS  DATE  DUE DATE  ON HOLD NEEDED MONTH
FS   101315  101315   03  SP  CLOSED 123115  0316                0116

                  PARTICIPATION REF SRCE E T KC/HP PART
CLIENT  SSN      DOB    RL SEX AF FS MA-CAT AF FS MA S Y REF RENEW
SOUTH, ELLA  525068753 101250 PI  F   IN
SOUTH, JIM   519068754 071750 SP  M   IN
SOUTH, VANCE 571068755 121094 GC  M   IN
  
```



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Customer provided the information on 01/30/2016. Case reopened on REPT using NAWA code.

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REPT                REVERT PROGRAM TO OPEN                013016 10:44
                                                           4T MICHELE M

CASE NAME: SOUTH, ELLA                CASE NUMBER: 00017325

PROGRAM TO REVERT TO OPEN: FS
REASON:                                NAWA
REVISED PROGRAM STATUS:
DATE PROVIDED (FS ONLY) : 013016
  
```

Confirmation on top row of REPT - *INFO* OPERATION SUCCESSFUL indicates that the change to closure date was successful.

```

* INFO *      OPERATION SUCCESSFUL - PRESS "ENTER" TO CONTINUE
REPT                REVERT PROGRAM TO OPEN                013016 10:46
                                                           4T MICHELE M

CASE NAME: SOUTH, ELLA                CASE NUMBER: 00017325

PROGRAM TO REVERT TO OPEN: FS
REASON:                                NAWA
REVISED PROGRAM STATUS:  OP 101315
DATE PROVIDED (FS ONLY) : 013016
  
```

After reopening the case on REPT and reauthorizing it, the RENEWAL DUE DATE remains the same date of 0316.

```

CAP2                CASE PROFILE - PAGE 2                010516 09:48
                                                           4T MICHELE M

CASE NAME: SOUTH, ELLA                CASE NUMBER: 00017325
TRIBAL TANF:                            SIMPLIFIED REPORTING: AF:  FS:Y
LAST ACTION: CHANGE REPT 010516        CASH DIV:                MULTI CASE: N

      BENEFIT  APP                STATUS RENEWAL  BEN/NOT NOTICE CURR.
PGM  PRORATE RECEIVED SIZE TYPE STATUS  DATE  DUE DATE  ON HOLD NEEDED MONTH
FS   101315  101315  03  SP  OPEN  101315  0316                0116

      PARTICIPATION REF SRCE E T KC/HP PART
CLIENT  SSN      DOB      RL  SEX  AF  FS  MA-CAT  AF  FS  MA  S  Y  REF  RENEW
SOUTH, ELLA  525068753  101250  PI  F  IN
SOUTH, JIM   519068754  071750  SP  M  IN
SOUTH, VANCE 571068755  121094  GC  M  IN
  
```



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SEPA will display a start date of 01/30/16, which is the date that the information was provided and the date that was entered on REPT. FSAD will display the new prorated dollar amount. The new prorated amount will also display on FSBH.

*****IMPORTANT*****

When completing the above process, don't forget to roll the case to Current System Month and send the Resume Benefits Information Provided (C502) notice. When reopening the case on the last day of the month and at least 30 days before the end of the certification period, review NOHS to determine if the Notice of Expiration (NOE) F009 is needed. Send the F009 (NOE) if it has not been sent.

Revision Details

The FAA Policy Manual will be updated to include the information in this Policy Change Alert during one of the next bimonthly revisions. Until then, an alert will be placed in each revised section with a link to this document as a reminder of the policy change.

POLICY REFERENCE: FAA6.C01 – REPT - Purpose

REPT is used to reopen a case when benefits were stopped or denied.

Use REPT to correct a case in ANY of the following situations:

- The budgetary unit is eligible for ongoing benefits.
- A redetermination is required.
- **The incorrect case was closed.**
- The case was closed with an incorrect Denial or Closure Reason Code.

When the correct Denial or Closure Reason Code is keyed, review NOHS to determine whether a revised notice must be issued.

NA EXCEPTION

NA cases denied or closed with the incorrect Denial or Closure Reason Code are only to be reopened under certain conditions. See [NA Closure Incorrect Reason Code](#).



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Use REPT for NA cases stopped for failure to provide when all of the following apply:

- The household reported and verified all changes in circumstances that occurred following the effective date of ineligibility.
- The household provided all outstanding information that resulted in the most recent closing of the household's case.
- The household fulfilled these requirements within 30 days after the case closed.
- The household has at least one full month remaining in the certification period following the date of compliance.
- The household is eligible for benefits during the reinstatement month and the remaining months of the certification period.

See [Changes Verified Untimely – Increases –NA Compliance After Closure](#) and [Changes with Unknown Effect Verified Untimely – NA Compliance After Closure](#)

NOTE: It is not necessary to reopen a CA or NA case to issue corrective payments for prior months when the budgetary unit is not currently eligible for ongoing benefits. (See [Supplemental Benefits](#))

POLICY REFERENCE: FAA6.C02A – Administrative Corrections

Administratively reopen a case when it is discovered that benefits were denied or closed and the case must be reopened for one of the following reasons. Key the appropriate code in the REPT CODE field on REPT as follows:

- The verification process was not followed. Key 3SVP.
- Information was provided in the second 30 days. Key 60IN.
- The address in AZTECS was incomplete or incorrect. Key ADDR.
- Per instructions from Help Desk, Policy Support Team or Research and Analysis. Key ADMN.
- The budgetary unit composition was incorrect. Key BUUI.
- The budgetary unit was receiving CA (TANF benefits or services) or SSI benefits and was categorically eligible for NA. Key CART.
- The case was closed using a wrong Denial or Closure Reason Code. Key CODE.



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- Eligibility for Deemed Newborn Coverage must be determined. The case did not cascade or information was provided prior to the effective date of closure. Key DNBE.
- Expenses were budgeted incorrectly. Key EXBI.
- A fair hearing was requested and the participant requested benefits to continue. Key FHCB. (See [Fair Hearing Continuation of Benefits](#))
- The Fair Hearing Officer reversed the eligibility determination. Key FHRE. (See [Hearing Reversed](#))
- The Fair Hearing Officer remanded the case to the local office for a redetermination. Key FHRR. (See [Hearing Remanded](#))
- Income was budgeted incorrectly. Key INBI.
- The case was inadvertently denied or closed. Key INCC.
- Information was provided before the effective date of closure. Key INFO.
- Information was provided timely but misrouted. Key INMS.
- The information was in the case file but not considered in the determination. Key INNC.
- Information was provided prior to the processing deadline. Key INPR.
- A CA or MA case auto closed and an application was submitted prior to the effective date of closure. Key LRAC.
- Medical expenses were budgeted incorrectly. Key MEBI.
- The case was closed without allowing for NOAA. Key NOAA.
- The participant reapplied or rescheduled the interview in the second 30 days. Key RE30.
- The participant reapplied in the month of denial and the case must be reopened to prorate benefits correctly. Key REAP.
- Resources were budgeted incorrectly. Key REBI.
- Sanction was imposed incorrectly. Key SARE.
- **The participant complied with all outstanding factors within 30 days of the case closing for failure to cooperate. Key NAWA and key the date of compliance in the DATE PROVIDED field. See [Changes Verified Untimely – Increases –NA Compliance After Closure](#) and [Changes with Unknown Effect Verified Untimely – NA Compliance After Closure](#).**



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For any other reason, key OTHR in the REPT CODE field on REPT. When OTHR is keyed in the REPT CODE field, document the reason for reopening the case on CADO.

WARNING

Review CAP2 to determine whether any applications are in received or renewal status before reverting the case to open. The supervisor must delete the application on DECA before making administrative corrections to the case. Document CADO or the CADO Extension Form (CEF) with the actions and reasons for deleting the application. Complete the eligibility determination the same day a case is reopened. This prevents AZTECS from taking the following actions:

- Sending a previous TMA eligibility period to AHCCCS.
- Listing the programs on a management report as overdue, depending on the reopened month.

Cases must be administratively reopened as soon as the error in the eligibility determination is discovered. An application and interview is not required. (See [Reopening Procedures](#))

EXCEPTION

When a case was closed or denied too far in the past to use REPT to revert the case to open, the following apply:

- The supervisor must contact the Policy Support Team (PST) via e-mail.
- The PST contacts the local office and advises whether additional action is required.
- The local office gathers any additional information requested by the PST to complete the determination.
- The local office sends the information to the PST to assist with the determination.



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POLICY REFERENCE: FAA6.C02B – Reopening Procedures

Review the documentation received to determine whether any or all programs need to be reopened. Each program that must be reopened must be keyed with the Program Code separately.

When the PROGRAM TO REVERT TO OPEN field is keyed, AZTECS completes the following:

- Reverts the case to the status prior to the time of the denial or closure action.
- Sets the renewal date to the case status prior to the effective date of the closure action.
- Returns the program to its previous status with eligibility information that existed at the time.

NOTE When the case was reopened using the NAWA code, AZTECS will prorate the benefits from the date the customer complied.

Complete the following for cases that have been reopened:

- Review CAP2 to determine the current system month for each program.
- Key the month on APEM that requires a determination.
- When benefits were denied, complete the following:

Key any information from the application that was not keyed prior to the denial action.

Process the eligibility determination through the AZTECS roadmap for applicable months, up to and including the current system month.

Send the appropriate approval notice to the PI indicating the results of the corrected eligibility determination.

- When benefits were stopped, complete the following:

Determine eligibility with the information provided.

Send one of the following notices:

C501 notice when the case was not closed correctly; or the

C502 notice when the applicant provided requested verification prior to the effective date of case closure.



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NA EXCEPTION

Send the C502 notice when the case was reopened for compliance with change requirements within 30 days of the case closing for failure to cooperate.

See [Changes Verified Untimely – Increases –NA Compliance After Closure](#) and [Changes with Unknown Effect Verified Untimely – NA Compliance After Closure](#).

- Document CADO or the CADO Extension Form (CEF) accordingly.
- Determine whether a renewal of eligibility is due or overdue for any programs.

NOTE Ensure a renewal interview is scheduled in accordance with the selected Local Office Renewal Procedures.

EXCEPTION

DO NOT reopen cases to continue benefits for a hearing decision when the budgetary unit's benefits have expired. This occurs when the TPEP or TMA eligibility period has expired or an NA approval period has ended.

POLICY REFERENCE: FAA6.A11B.04 – Changes Verified Untimely - Increases

Verification may be received after the information due date, but prior to the effective date of closure. When this occurs, complete a determination for benefits on the appropriate screen.

When the case is closed, reopen the case on REPT and re-determine benefits.

For NA, when See [Changes Verified Untimely – Increases –NA Compliance After Closure](#) and [Changes with Unknown Effect Verified Untimely – NA Compliance After Closure](#).

Increase the benefits on the appropriate screen as follows:

- For CA, increase benefits for the first regular benefit ISSUED after the date the verification is received.



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- For NA, increase the benefits with the first allotment ISSUED ten days after the date the verification is received, but no later than the month after the month the verification is received.
- Send the appropriate change notice. (See [Change Notice Requirements](#))

NOTE There is no requirement to allow ten days to notify the participant that their benefits will increase.

CA EXCEPTION

When the verification is received on or after the first day of the month the benefits stopped, do not reopen the CA case. The participant must reapply.

POLICY REFERENCE: FAA6.A11D.04 – Changes with Unknown Effect Verified Untimely

When the verification is received after the information due date, but prior to the effective date of closure, reopen the case on REPT, and change the benefits as follows:

- For increases, complete the following:
For CA, increase the benefits for the first regular benefit ISSUED after the date the verification was received.
For NA, increase the benefits with the first allotment ISSUED ten calendar days after the date the verification is received.

NOTE The benefits must be increased no later than the month after the month the verification is received.

There is no requirement to allow ten days to notify the participant that their benefits will increase.

- For decreases, decrease the benefits for the first regular benefit ISSUED after the date the verification is received.

There is no requirement to allow for NOAA when the participant has been notified previously that their benefits will be stopped.

NOTE For NA, when the verification is received within 30 days after the effective date of closure, see [Changes Verified Untimely – Increases –NA Compliance After Closure](#) and [Changes with Unknown Effect Verified Untimely – NA Compliance After Closure](#).



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POLICY REFERENCE: FAA6.A11B.05 – Changes Verified Untimely – Increases –NA Compliance After Closure.

When verification is received after the effective date of closure, only [REPT](#) the case when all of the following requirements are met:

- The household reported and verified all changes in circumstances that occurred following the effective date of ineligibility.
- The household provided all outstanding information that resulted in the most recent closing of the household's case.
- The household fulfilled these requirements within 30 days after the case closed.
- The household has at least one full month remaining in the certification period following the date of compliance.
- The household is eligible for benefits during the reinstatement month and the remaining months of the certification period.

When all of the above are not met, **DO NOT** reopen the case. The participant must reapply.

See [Reopening Procedures](#) for actions to complete on a case that has been reopened.

POLICY REFERENCE: FAA6.A11D.05 – Changes with Unknown Effect Verified Untimely-NA Compliance After Closure.

When verification is received after the effective date of closure, only [REPT](#) the case when all of the following requirements are met:

- The household reported and verified all changes in circumstances that occurred following the effective date of ineligibility.
- The household provided all outstanding information that resulted in the most recent closing of the household's case.
- The household fulfilled these requirements within 30 days after the case closed.
- The household has at least one full month remaining in the certification period following the date of compliance.
- The household is eligible for benefits during the reinstatement month and the remaining months of the certification period.



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When all of the above are not met, DO NOT reopen the case. The participant must reapply.

See [Reopening Procedures](#) for actions to complete on a case that has been reopened.

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.

Please consider the environment before printing this broadcast.

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