B   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.

Complete the following:

- Review CAP2 to determine the current system month(g) 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.
    - C502 notice when the applicant provided requested verification prior to the effective date of case closure.

    When there is a change in the benefit amount, send the appropriate change notice.

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- Document CADO 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.