

## Revert Program to Open - Overview

REVISION 54

(01/01/26 - 12/31/26)

Cases must be reopened when any of the following occur:

- An error in the eligibility determination is discovered.
- The NA case was closed for failure to provide, and the missing verification is provided before the effective date of closure.
- The NA application was [denied\(g\)](#) for failure to provide, and the missing verification is provided within 30 [calendar days\(g\)](#) of case denial.
- The NA application was denied for failure to complete the NA interview, and the participant complies within 30 calendar days of case denial. (See [NA Participant Completes the Interview in the Second 30 Day Period](#))

FAA staff must ensure that information needed to complete a determination is available before reopening a case. When it is determined that a case must be reopened, an application and interview are not required.

Policy and procedures regarding reverting programs to open are outlined as follows:

- [Reopening reasons](#) (When and why a case should be reopened)
- [Reopening procedures](#) (How to reopen a case)

NOTE When verification is provided after the effective date of closure, a new application is required.