

## A Administrative Corrections

REVISION 47  
(01/01/19 - 12/31/19)

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 one of the following codes in the REPT CODE field on **REPT** for one of the following reasons:

- 3SVP when the [verification process](#) was not followed
- 60IN when information was provided in the second 30 days
- ADDR when the address in AZTECS was incomplete or incorrect
- ADMN when instructed to REPT the case from Help Desk, Policy Support Team or Research and Analysis
- BUUI when the budgetary unit composition was incorrect
- CART when the budgetary unit was receiving CA (TANF benefits or services) or SSI benefits and was categorically eligible for NA
- CODE when the case was closed using a wrong Denial Closure Reason Code
- EXBI when expenses were budgeted incorrectly
- FHCB when an appeal was requested and the participant requested benefits to continue (See [Appeal Continuation of Benefits](#))
- FHRE when the Appeals Officer reversed the eligibility determination (See [Hearing Reversed](#))
- FHRR when the Appeals Officer remanded the case to FAA for a redetermination (See [Hearing Remanded](#))
- INBI when income was budgeted incorrectly
- INCC when the case was inadvertently denied or closed
- INFO when information was provided before the effective date of closure
- INMS when information was provided timely but misrouted
- INNC when the information was in the [case file\(g\)](#) but not considered in the determination

- INPR when information was provided prior to the processing deadline
- LRAC when a CA case auto closed and an application was submitted prior to the effective date of closure
- MACA when the participant provided the Mid Approval Contact (MAC) form prior to the effective date of closure
- NAWA when the participant complied with all outstanding factors within 30 days of the case closing for failure to cooperate and at least one full month is remaining in the certification period (See [NA Compliance After Closure](#))

NOTE The date of compliance must be keyed in the DATE PROVIDED field.

- NOAA when the case was closed without allowing for [NOAA](#)
- RE30 when the participant reapplied or rescheduled the interview in the second 30 days
- REAP when the participant reapplied in the month of denial and the case must be reopened to prorate benefits correctly
- REBI when resources were budgeted incorrectly
- SARE when a sanction was imposed incorrectly

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 the case file with the actions and reasons for deleting the application.

Complete the eligibility determination the same day a case is reopened. This prevents AZTECS from 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 more than 12 months in the past, the following apply:

- The supervisor must document the reason for reverting the case to open.
- When necessary, the supervisor contacts the Policy Support Team for further instructions.