

A 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, Internal Operations, 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.
- 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\(g\)](#) 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.

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 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. (See [PST](#) for the e-mail address)
- 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.