

B Reopening Procedures

REVISION 41

(04/01/16 - 05/31/16)

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 for the first month that the benefits were continued. (See [NA Compliance After Closure](#))

Complete the following for cases that have been reopened:

- 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

WARNING

Reopen the case on REPT when a case is closed because the participant failed to provide verification and the missing verification is provided before the effective date of closure

EXCEPTION

Send the C502 notice when the case was reopened for compliance with information request requirements within 30 days of the case closing for failure to cooperate. (See [NA Compliance After Closure](#))

- Document the case file 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 [FAA 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 eligibility period has expired or an NA approval period has ended.