

**PPER Email 2015-20 Reinstatement of Closed/Denied SNAP Cases  
(Issued 6/15/2015)**

When verifications associated with a closed or denied SNAP case are received, research must be conducted to determine if **all** verifications needed to process the case are available **before** the case is reinstated. Closed or denied SNAP cases should only be reinstated if one of the following is true:

1. All mandatory verifications are available.

If everything needed to process the case is available:

- the case should be reinstated;
- all available verifications should be entered in BEACON and dispositioned appropriately; and
- the case must be wrapped-up.

**Reminder:** Depending on the closing reason, fault determination and the benefit effective date may not be set automatically and will need to be determined by the case manager. Refer to OM 2014-30 *SNAP: Fault Determination, Proration and Reinstatement for Delayed Applications, Recertifications and Case Maintenance Activities* for additional information on proration rules.

2. A VC-1 must be issued because verification was not requested or additional information is needed.

If there are outstanding mandatory verifications that were not previously requested or newly available information that necessitates that an additional VC-1 is issued:

- the case should be reinstated;
- all available verifications should be entered in BEACON and dispositioned appropriately; and
- the required VC-1 should be sent to the client.

**Example:** Ten days after his application was denied for failure to submit required verifications, a client submits all requested verification. The case manager who processes the submitted documents learns of a previously unreported household member because her name was listed on a lease that was submitted as verification of residency. The case manager contacts the client and learns that the unreported household member is working

and required to be in the SNAP case. To issue a VC-1, the case manager must reinstate the case.

3. An interview letter must be issued because a mandatory interview has not been completed.

If an interview is mandatory and was not previously scheduled:

- the case should be reinstated; and
- the required Appointment Letter should be sent to the client.

**On the same day that a case is reinstated, it must be wrapped-up, issued an appointment letter, or issued a VC-1.**

If verifications are received, but are not sufficient to reinstate the case and all mandatory verifications have been requested:

- the case should **not** be reinstated; and
- verifications that could not be entered in BEACON should be assigned a status of either Not Entered or Inadequate (see Dispositioning Scanned Documents in the Online Guide).