



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 22-32-SYS

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) REJECTION AND CLOSING CODES RETURNING

Date: June 2, 2022	Subtopic(s): On-Demand SNAP
	<p>The purpose of this policy bulletin is to inform Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) staff that the following closing and rejection codes can once again be used now that SNAP interviews, including On-Demand, have resumed, June 1, 2022. Some of the codes below are also becoming available as the ability to obtain verification has increased drastically as the COVID-19 emergency has begun to wane.</p> <p>These closing and rejection codes include:</p> <ul style="list-style-type: none"> • H12 Failure to Keep/Complete Initial Eligibility On-Demand Interview (Note: Only used for applications submitted on June 1, 2022 or later) • Y13 Failure to Keep Recertification Appointment • E10 Failure to Keep/Comply with Interview • F15 Failure to Verify Date of Birth (HH=1) (Adequate) • F17 Failure to Validate Incorrect Social Security Number (HH=1) (Timely) • F21 Failure to Provide Social Security Number (Recert Closing) (HH=1) • F22 Failure to Verify Social Security Number (Recert Closing) (HH=1) (Adequate) • M20 Failure to Provide Information During Certification Period (Timely) • M24 Failure to Resolve a Computer Match (Adequate) • M25 Failure to respond to a Computer Match Call-In (Timely) • M26 Failure to Provide Verification of Wage Match at Recertification (Adequate) • M27 Failure to Provide Verification of UIB Match at Recertification (Adequate) • N10 Failure to Keep Appointment (Adequate) (Note: Only used for scheduled recertification appointments)

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 3 at the prompt followed by 1 or
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Note: SNAP applicants who submitted on or before May 31, 2022 may not require an interview. Similarly, SNAP participants with a SNAP authorization end date (“Auth To”) of June 30, 2022 may not need an interview. For these situations, staff must continue to follow the process outlined in [PB #20-69-ELI](#).

Effective Immediately

Related Items:

[CD #22-12](#)

[PB #20-69-ELI](#)

[PB #17-13-OPE](#)