

B Missed Interview – Renewal Application

Participants who miss or need to reschedule a renewal interview are responsible for contacting the local office. The local office **MUST** complete one of the following on the day of the missed renewal interview:

- Reschedule the interview when the participant contacts the local office. Key the following on INDA:
New interview date in the INTERVIEW DATE AND TYPE field.
Y in the INTERVIEW RESCHEDULED field.
- Key N in the INTERVIEW COMPLETED field on INDA when the participant **DOES NOT** contact the local office.

AZTECS generates and sends the appropriate notice on the night of the missed interview when both of the following are indicated on INDA:

- The INTERVIEW RESCHEDULED field is left blank.
- The INTERVIEW COMPLETED field displays N.

AZTECS generates the [X017 notice](#) for missed FS renewal interviews.

When the participant contacts the local office after the date of the missed renewal interview, apply the following policy:

- [Rescheduling CA or MA Renewals](#)
- [Rescheduling FS Renewals](#)

When the participant or representative is not present for a [scheduled home visit](#), follow the procedures outlined in [Missed Home Visit - Renewal Applications](#)