

## **.02 Missed Interview - Rescheduling an NA Renewal**

The participant may contact the local office to reschedule after the day of the missed renewal interview but prior to close of business on the last day of the approval period. When this occurs, process the application as an [untimely renewal](#) application.

### **WARNING**

Participants who timely reapply for NA but fail to keep an appointment scheduled on or after the deadline for turning in a timely renewal application, may not receive benefits by their normal issuance date.

When the participant does not contact the local office to reschedule by close of business on the last day of their approval period, AZTECS denies the application.

The participant may contact the local office after the last day of the approval period, but on or before the last day of the month following the approval period. When this occurs, determine whether the delay was caused by the participant or FAA. (See [Timely or Untimely NA Renewal Application Time Frames](#).)