

.03 Telephone and Kiosk Interviews

REVISION 07
(01/01/09 - 03/31/09)

When conducting a telephone interview complete the following:

- [Review all case information](#) prior to conducting the interview.
- Review the application to ensure completeness.
- Ask all questions on the application [during the Interview](#).
- Send the appropriate information request notice on the day of the interview when additional verification is needed and the verification was not available through a collateral contact.

WARNING

To ensure the budgetary unit receives all information and notices that may affect their eligibility, advise the PI or Representative of the importance of reporting changes in their address to FAA and the U.S Postal Service.

When it is determined during the interview that the application is incomplete, complete the following:

- Return the application by either FAX or mail to the **PI** or representative on the day of the interview.
- Instruct the PI or representative to complete the following:
Review, re-sign, and date the application on the signature page, under their original signature.
Return the application.
- Place a copy of the incomplete application in the [case file\(g\)](#) when the original is mailed to the PI or representative.
- Document the date the incomplete application is mailed or FAXed in the case file.

Special consideration is required when requesting and verifying participants' information. This includes, but is not limited to, the following:

- Request a [home visit](#) to complete [AFIP Requirements](#) or to pick up verification needed to complete a determination.

NOTE Requests for home visits must be made no later than the next workday following the interview.

- Complete a request for verification by sending the [F011 or A011 notice](#) to the PI or the representative on the day of the interview when the completed application is FAXed or mailed.

NOTE On the F011 or A011, request that the PI or representative review, re-sign, and date the application, and complete and sign the FA-001-D by the request due date. (See [Refusal to Cooperate](#) when the application and FA-001-D are not returned)

- Document CADO or the CADO Extension Form (CEF) to indicate the following, as applicable:

The date the home visit was conducted.

The date the F011 or A011 was sent to the PI or representative.