

## C MA Only No Completed Renewal Form

When the participant calls or comes to the local office, but has not completed the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form, complete the following:

- When the participant is able to complete the interview at that time, complete the following:

Log the interview time, or scheduled interview time, on the appointment register.

Key the interview date in the RENEWAL APP DATE field on RERE.

Key Y in the COMPLETED field on INDA.

Review the [case file\(g\)](#) and print the following:

- HOSC
- HOSU
- CAP1
- CAP2
- CAP3
- MABH

Complete the left side of the FAA-1061A with information from the case file and AZTECS.

Give the FAA-1061A to the participant to complete the right side and sign.

### EXCEPTION

When a telephone interview is conducted, complete the right side of the FAA-1061A using information obtained during the interview, and mail the FAA-1061A to the participant for signature ONLY.

Conduct the interview and explore all discrepancies.

Explain all verification needed and the due date.

Sign and date the FAA-1061A.

Document CADO and the Case Record History (FA-015).

NOTE The FA-015 may be documented to see CADO.

When verification is needed after a local office interview, give the participant an Information Request (FA-077) form listing the information needed. Give the participant ten days from the interview date to provide.

Leave a message when the participant uses a message phone.

**NOTE** When the participant has not received the information request, send a second request and allow ten additional days to provide.

When a telephone interview is completed and the participant does not return the requested information or the FAA-1061A, call to ensure that the forms were received. When verification is needed after a telephone interview, send a [C011 notice](#) to the participant listing the information needed. Give the participant ten days from the day after the mail date to provide.

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

**WARNING**

When the case is reopened after the last day to close MA, contact the [FAA Systems Help Desk Phone #](#) for assistance in continuing the medical coverage.

- When the interview is scheduled for a later date, choose the appropriate interview procedures from the following:  
[MA Only Telephone Interview](#)  
[MA Only Home Visit Interview](#)  
[MA Only Local Office Interview](#)