

.06 Acting on OSI Report of Investigation – Failure to Respond

REVISION 12
(04/01/10 – 06/30/10)

When the participant fails to provide the mandatory verification requested in the F011 or A011 notice or C022 notice and does not request assistance by the information due date, deny the case using the appropriate Denial Closure Reason Code. (See [AMPS](#))

Notify the investigator, via interoffice mail, of the eligibility determination based on the investigation findings, using the Case Action Report (OSI-002) form for investigations completed by Office of Special Investigation (OSI).

When OSI has not sent the completed ROI by the due date for [determining eligibility](#), determine the status of the investigation. Review the [FAA/OSI CASE HISTORY](#) screen in [AUTOMATED FRAUD TRACKING SYSTEM](#) (AFTS) and complete the following:

- When the COMPLETION DATE field is blank, the investigation is still pending. Complete the following:
Send an email to the investigator requesting the status of the investigation.
Review the case with an FAA supervisor to determine whether enough information is available to approve benefits.
When supervisor approval is received, document the [case file\(g\)](#).
- When the COMPLETION DATE field displays a date, the investigation is closed. Send an email to the investigator stating that the investigation is closed, but the ROI has not yet been received.

NOTE Do not delay determining eligibility on a case past the timely due date for determining eligibility when the ROI is not returned.