

## **C Missed Interview- CA or MA Rescheduled Renewal**

The participant may miss the second scheduled interview. In this situation when the PI does not contact the local office by close of business the day of the missed interview, close the case that day. Send the appropriate notice, allowing for [NOAA](#).

The participant may contact the local office on or before the day of the scheduled second interview to reschedule the interview. In this situation determine whether good cause can be established.

Good cause may be, but is not limited to, any of the following:

- Hospitalization
- Illness
- Lack of transportation
- Serious injury or other accident involving a participant in the budgetary unit that causes appearance for the interview to be impossible or unreasonable.
- Any unforeseen or unanticipated occurrence that would cause appearance for the interview to be impossible.

When good cause is established, document the reason in the case file, and reschedule the interview.

When good cause cannot be established, do not reschedule the interview. Send the appropriate NOAA advising the PI that benefits will be stopped.