

C Missed Interview Not Completed- CA Rescheduled Renewal

REVISION 06
(10/01/08 – 12/30/08)

Close the case allowing for [NOAA](#) when the following occurs:

- The participant misses the second scheduled interview
- The PI does not contact the office by close of business the day of the missed interview

Determine whether good cause can be established when the participant contacts the office to reschedule as follows:

- On the day of the second scheduled interview
- Prior to the day of the second scheduled interview

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\(g\)](#), 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.

(See [Late Renewal Applications](#) when the application for renewal is received after the NOAA date, but prior to the effective date of closure)