

.01 MA Only Renewal – Telephone Interview

When the participant requests a telephone interview, complete the following:

- Review the [case file\(g\)](#) and print all of the following:
HOSC
HOSU
CAP1
CAP2
CAP3
MABH
- Complete the left side of the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form with information from the case file and **AZTECS** before contacting the participant.
- Call the participant at the scheduled date and time.
- Key Y in the COMPLETED field on INDA, when the interview is completed.
- Review the right side of the FAA-1061A. Explore all discrepancies and 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, send the [C011 notice](#) to the participant, listing the information needed.

When the participant does not return the requested information, call to ensure that the C011 was received.

NOTE When the participant has not received the information request, send a second request and allow ten additional days 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 listed in [AMPS](#), contact the [FAA Systems Help Desk Phone #](#) for assistance in continuing the medical coverage.

When the participant returns information after the effective date of closure, the participant must reapply.

When the participant cannot be contacted on the interview date, complete the following:

- Attempt to contact the participant at least two times on the first interview date.
- Document the dates and times contacts were attempted on CADO and the FA-015.

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

- Change the interview date on INDA to the second interview date requested on the FAA-1155A.
- Attempt to contact the participant two times on the second interview date.
- Document the date and time of each attempt on CADO and the FA-015.

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

- Key N in the COMPLETED field on INDA.

- Review NOHS to ensure that the X051 notice or the X055 notice was sent by AZTECS on the date listed in [AMPS](#).

WARNING

When the X051 or the X055 has not been sent by AZTECS, send the [C016 notice](#).

AZTECS automatically closes the case and sends the [X460 notice](#) on the date listed in AMPS.

When the participant contacts the local office before close of business on the day of the missed interview, reschedule the interview. (See [Missed Interview - Renewal](#))