

**.05 New Applications – Expedited Applications – Expedited Application Turned in by Mail, FAX, or Drop Box**

When an application is mailed, FAXed, or left in the [drop box](#) at the local office and is screened as an expedite, the following apply:

- Call the PI on the day the application is received. Schedule the interview for one of the following:

The same day.

The first work day after the phone call, when [expedited](#) processing time frames can be met.

A later date, when requested by the applicant.

- When the PI cannot be reached by phone, mail an appointment notice. Mail it no later than the first work day following the day the application is received. Schedule the interview to occur no later than five work days following the day the application was received.
- The applicant may request an office interview, [telephone interview](#) or [home visit](#). (For FS, see [Waiver of Office Interview](#))

When the application is not complete and a telephone interview is conducted, complete the application on the same day as the interview.

Document the date the application is mailed and returned in the case file.