

B Missed Interview – Renewal Application

Participants who miss or need to reschedule a renewal interview are responsible for contacting the local office. The local office MUST complete one of the following on the day of the missed renewal interview:

- Reschedule the interview when the participant contacts the local office. Key the following on INDA:
New interview date in the INTERVIEW DATE AND TYPE field.
Y in the INTERVIEW RESCHEDULED field.
- Key N in the INTERVIEW COMPLETED field on INDA when the participant DOES NOT contact the local office.

AZTECS generates and sends the appropriate notice on the night of the missed interview when both of the following are indicated on INDA:

- The INTERVIEW RESCHEDULED field is left blank.
- The INTERVIEW COMPLETED field displays N.

AZTECS generates the [X017 notice](#) for missed FS renewal interviews.

When the participant contacts the local office after the date of the missed renewal interview, apply the following policy:

- [Rescheduling CA or MA Renewals](#)
- [Rescheduling FS Renewals](#)

When the participant or representative is not present for a [scheduled home visit](#), follow the procedures outlined in [Missed Home Visit - Renewal Applications](#).

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