

A Missed Interview - New Application

Applicants who miss or need to reschedule an interview or home-based interview are responsible for contacting the local office. The local office must complete one of the following on the day of the missed interview:

- Reschedule the interview when the applicant contacts the local office on the day of the missed interview or home-based interview and key the following on INDA:
The new interview date in the DATE field.
Y in the RESCHEDULE field.
- Key N in the COMPLETED field on INDA when the applicant DOES NOT contact the local office on the day of the missed interview or home-based interview.

AZTECS generates the [X017 notice](#) for NA and the [X076 notice](#) for CA or MA on the night of the missed interview or home-based interview when both of the following occur:

- The RESCHEDULED field is blank.
- The COMPLETED field displays an N.

AZTECS generates and mails the notice by the [auto denial date](#) when any of the following occur:

- The PI fails to appear for the first interview or home-based interview and the local office is unable to schedule the second interview or home-based interview until after the auto denial date.
- The interview or home-based interview is rescheduled on or before the auto denial date and the PI fails to appear for the second interview or home-based interview.
- The PI misses two scheduled interviews or home-based interviews and the local office is unable to schedule the third interview or home-based interview until after the auto denial date.
- The PI fails to appear for the first interview or home-based interview and does not contact the local office to reschedule by the auto denial date.

When the PI contacts the local office on or before the auto denial date to reschedule the interview or home-based interview, the local office MUST reschedule the interview or home-based interview for a date on or before the auto denial date.

When the applicant contacts the local office or requests to have the interview or home-based interview rescheduled after the auto denial date determine whether good cause exists. (See [Good Cause for Missed Interview](#))

When good cause does not exist, DO NOT reschedule the interview for a date after the auto denial date. The applicant MUST reapply to request benefits.

NA EXCEPTION

Good cause for missing an interview or home-based interview does not apply to NA. (See [NA Second 30 days](#))