

## **E Missed Interview - New Application Good Cause**

Determine whether good cause exists when the applicant does ONE of the following:

- Requests the interview or home-based interview to be rescheduled for a date after the [auto denial date](#).
- Contacts the local office after the auto denial date to reschedule the interview or home-based interview.

Good cause includes, but is not limited to, the following:

- Hospitalization
- Illness
- Lack of transportation
- Serious injury or other accident involving a participant in the budgetary unit that made it impossible for the applicant to contact the local office.
- Any unanticipated occurrence that made it impossible or unreasonable for the applicant to contact the local office.

Obtain Supervisor approval for good cause.

### **NA EXCEPTION**

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

When good cause is established, complete the following:

- Document the reason on CADO or the CADO Extension Form (CEF).
- Revert denied cases to open.
- Reschedule the interview.