

### .03 Telephone Interviews

Conduct a telephone interview as follows:

- [Review all case information](#) prior to conducting the interview.
- Review the application to ensure completeness. (See [During the Interview](#))
- Ask all questions on the application the day of the interview.

When it is determined during the interview that the application is incomplete, complete the following:

- Print a copy of the Application Documentation Addendum (FA-001-D).
- Return the application and include the FA-001-D by either FAX or mail to the PI or representative on the day of the interview.
- Instruct the PI or representative to complete the following: Review, re-sign, and date the application on the signature page, under their original signature. Complete and sign the FA-001-D.

NOTE For MA, the application and the FA-001-D must be signed by applicants required to [sign the application](#) under penalty of perjury.

Return both documents.

- Place a copy of the completed application in the [case file\(g\)](#) when mailed to the PI or representative.
- Document the date the application and the FA-001-D are mailed or FAXed in the case file and on CADO.

Special consideration is required when requesting and verifying participants' information. This includes, but is not limited to, the following:

- Request a [home visit](#) to complete [AFIP Requirements](#) or to pick up verification needed to complete a determination.

NOTE Requests for home visits must be made no later than the next business day following the interview.

- Complete a request for verification by sending the [C011 notice](#) to the PI or the representative on the day of the interview when the completed application and FA-001-D are FAXed or mailed.

NOTE The C011 must request the PI or representative review, re-sign, and date the application, and complete and sign the FA-001-D by the request due date. (See [Refusal to Cooperate](#) when the application and FA-001-D are not returned)

- Document CADO to indicate the following, as applicable:  
The date the home visit was conducted.  
The date the C011 was sent to the PI or representative.