

### **.03 MA Only Renewal - Local Office Interview**

When the participant requests an office interview, complete the following:

- Review the [case file\(g\)](#) and print the following:  
HOSC  
HOSU  
CAP1  
CAP2  
CAP3  
MABH
- Complete the left side of the Medical Assistance Only Renewal Eligibility Determination (FAA-1061A) form with information from the case file and **AZTECS** before contacting the participant
- Call the participant from the lobby on the scheduled date and time.
- Key Y in the COMPLETED field on INDA, when the interview is completed.
- Review the right side of the FAA-1061A. Explore all discrepancies and explain all verification needed and the due date.
- Sign and date the FAA-1061A.
- Document CADO and the Case Record History (FA-015).

NOTE The FA-015 may be documented to see CADO.

When verification is needed, give the participant an Information Request (FA-077) form listing the information needed. Give the participant ten days from the interview date to provide.

When the participant does not return the required verification or the information provided is incomplete, follow the [verification process](#).

When the participant returns information after the due date, but prior to the effective date of closure, reopen the case and determine eligibility using the information provided.

**WARNING**

When the case is reopened after the last day to close MA listed in [AMPS](#), contact the [FAA Systems Help Desk Phone #](#) for assistance in continuing the medical coverage.

When the participant does not appear for the scheduled interview, complete the following:

- Document the date and time of the missed scheduled appointment on CADO and the FA-015.

NOTE The FA-015 may be documented to see CADO.

- Key N in the COMPLETED field on INDA.
- Review NOHS to ensure that the X051 notice or the X055 notice was sent by AZTECS on the date listed on the AZTECS Monthly Production Schedule (AMPS).

**WARNING**

When the X051 or the X055 has not been sent by AZTECS, send the [C016 notice](#).

AZTECS automatically closes the case and sends the X460 notice on the date listed in [AMPS](#).

When the participant contacts the local office before close of business on the day of the missed interview, reschedule the interview. (See [Missed Interview - Renewal](#))