

.06 Acting on Report of Investigation – Failure to Respond

REVISION 01
(07/01/07 - 09/30/07)

When the participant fails to provide the mandatory verification requested in the C011 notice or C022 notice and does not request assistance by the information due date, deny the case using the appropriate Denial Closure Reason Code. (See [AMPS](#))

WARNING

When a change results in a negative action supervisor approval is required prior to taking the action.

Notify the investigator of the results of the eligibility determination based on the investigation findings, using the Case Action Report (OSI-002)

When a completed ROI is not received by the due date for [determining eligibility](#), determine the status of the investigation. Review the [FAA/OSI CASE HISTORY](#) screen in [AUTOMATED FRAUD TRACKING SYSTEM \(AFTS\)](#) and complete the following:

- When the COMPLETION DATE field is blank, the investigation is still pending. Complete the following:
Send an e-mail to the investigator requesting the status of the investigation.
Review the case with an FAA supervisor to determine whether enough information is available to approve benefits.
When supervisor approval is received, document the [case file\(g\)](#).
- When the COMPLETION DATE field displays a date, the investigation is closed. Send an e-mail to the investigator stating that the investigation is closed, but the ROI has not yet been received.

NOTE Do not delay determining eligibility on a case past the timely due date for determining eligibility when the ROI is not returned.