

.02 Missed Medical Appointment - Open Case

When notified that a participant missed a medical appointment scheduled by FAA, send a notice of adverse action to the participant. Complete the following:

- Close the case when the participant fails to contact the office prior to the ten day adverse action time frame. Key PR in the DENIAL/CLOSURE REASON field on STAA.
- Reschedule the appointment when the participant contacts the local office to reschedule prior to the ten day notice of adverse action time frame.
- When the participant misses the second appointment, close the case.