Interviews at initial application and redetermination (RRR) can be completed via phone, good cause to conduct the interview by phone is no longer required for Adult Financial.

1. **Application Received**
   The customer applies for Adult Financial. Application is received at the Eligibility Site and date stamped.

2. **Notification**
   At least 4 days advance notice of a scheduled interview is required. Example: Application received 2/16, appointment must be scheduled for 2/20 or later.

3. **Customer in the Lobby**
   If the customer is in the lobby and the Eligibility Site opts to an immediate Face to Face (FTF) interview, document in Case Comments that notification was waived.

4. **Customer in the Lobby - opts out**
   If the customer is in the lobby and the county opts not to do immediate FTF interview, 4-day notification is required. The customer can waive 4-day notification - for example, “I can come back tomorrow at 10.” Case Comment that notification was waived.

5. **Phone Call - Cold Call**
   Eligibility Site can opt to do a cold call. If the customer is reached, document in Case Comments that the customer chose to waive the 4-day notification and completed a phone interview.

If the customer doesn’t agree to a shorter time-frame and/or is not reached, then a 4-day notification is required and the interview can be phone or FTF.