

PARTNERSHIP HEALTHPLAN OF CALIFORNIA

POLICY / PROCEDURE

Policy/Procedure Number: MP301			Lead Department: Member Services		
Policy/Procedure Title: Assisting Providers with Missed Appointments			<input checked="" type="checkbox"/> External Policy <input type="checkbox"/> Internal Policy		
Original Date: 01/22/1999			Next Review Date: 09/11/2025 Last Review Date: 09/11/2024		
Applies to:	<input checked="" type="checkbox"/> Medi-Cal		<input type="checkbox"/> Employees		
Reviewing Entities:	<input checked="" type="checkbox"/> IQI		<input type="checkbox"/> P & T		<input checked="" type="checkbox"/> QUAC
	<input type="checkbox"/> OPERATIONS		<input type="checkbox"/> EXECUTIVE		<input type="checkbox"/> COMPLIANCE <input type="checkbox"/> DEPARTMENT
Approving Entities:	<input type="checkbox"/> BOARD		<input type="checkbox"/> COMPLIANCE		<input type="checkbox"/> FINANCE
	<input type="checkbox"/> CEO	<input type="checkbox"/> COO	<input type="checkbox"/> CREDENTIALING		<input checked="" type="checkbox"/> PAC
Approval Signature: Robert Moore, MD, MPH, MBA					Approval Date: 09/11/2024

I. RELATED POLICES:

MP316 – Provider Request to Discharge Member & Assistance with Inappropriate Member Behavior

II. IMPACTED DEPTS:

Provider Relations

III. DEFINITIONS:

N/A

IV. ATTACHMENTS:

A. [Missed Appointments Notification Form #29](#)

V. PURPOSE:

To preserve the provider/patient relationship, assist providers with patient compliance and educate the member about the importance of keeping scheduled appointments.

VI. POLICY / PROCEDURE:

Members who miss two (2) or more consecutive appointments within the previous three (3) month period are contacted by Partnership staff, upon request of the member's provider. If the request is initiated by a specialist, the specialist is expected to notify the member's PCP of the missed appointments.

A. Requesting Partnership's intervention

1. Providers complete and fax the Missed Appointment Notification Form (Attachment A) to the Partnership Member Services (MS) department.

B. Processing the Missed Appointment Notification Form

1. Designated MS staff informs the member of the importance of keeping scheduled appointments and possible discharge from the practice as outlined below:
 - a. MS staff attempts to contact the member by phone or sends letter #66A to determine if the member has had any barriers to care, if they are in treatment or have any scheduled tests. The member is advised of the importance of keeping their appointments, if they continue to miss appointments, the PCP can request to discharge the member from their practice.
 - b. When a medical condition(s) are identified, the case is referred to the Care Coordination (CC) department.
 - c. The MS staff completes the "Partnership Use Only" section of the Missed Appointment Notification Form (Attachment A) and faxes it back to the provider's office.

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d. All actions are noted in the member's record and completed within five (5) business days.

VII. REFERENCES:

N/A

VIII. DISTRIBUTION:

- A. PowerDMS Policy and Procedures Folder
- B. Partnership Department Directors
- C. Provider Manual

IX. POSITION RESPONSIBLE FOR IMPLEMENTING PROCEDURE: Senior Director of Member Services & Grievance.

X. REVISION DATES:

01/22/99; 01/10/01; 01/16/03; 07/22/03; 08/10/04; 08/10/05; 06/16/06; 12/09/08; 02/01/10; 04/21/10; 03/12/13; 01/30/15; 04/12/16; 03/15/17; *05/09/18; 08/14/19; 08/12/20; 08/11/21; 09/14/22; 09/13/23; 09/11/24

*Through 2017, Approval Date reflective of the Quality Utilization Advisory Committee meeting date. Effective January 2018, Approval Date reflects that of the Physician Advisory Committee's meeting date.

PREVIOUSLY APPLIED TO:

Healthy Kids
11/01/2005 to 12/31/2016