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| Governing Body: MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS) | Function: INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK | |
| Subject: IDS Client Appointment Policy | Prepared By: CAPS | Original Date: 10/01/2007 Revised Date: |

PURPOSE AND SIGNIFICANCE:

The Mid-Valley Behavioral Care Network (MVBCN) does not have a client appointment policy, but refers Members to each agency’s appointment policy. It is the responsibility of each IDS Provider to develop and implement an appointment policy for all clients equally, regardless of the payer for services, which clearly states the consequences of repeated no-shows and/or cancellations. Each client must be informed of the policy when they agree for services. If a client violates the agency’s appointment policy and termination of services is a consequence as outlined in the policy and the client disagrees, a Notice of Action may be needed. If needed, the Notice of Action may be filed with assistance from the MVBCN to terminate services.

In an effort to track the quantity of clients who repeatedly fail to show for appointments, the IDS Advisory Committee has decided to track these clients by using a dummy billing code. This data will be submitted monthly to CAPS and the Mid-Valley Independent Physician’s Association (MVIPA) for review and presentation to the IDS.

PROCESS AND/OR PROCEDURE:

The MVBCN OHP Members Handbook states:

Each treatment agency has its own policy about appointments. The agency will tell you about its policy at your first visit. The policy says what to do if you will be late to an appointment. It says what to do if you need to cancel an appointment. The policy also says what can happen if a person misses or comes late to too many appointments. Be sure to ask questions if you do not understand the agency’s policy.

It is your responsibility to be on time for appointments. It is also your responsibility to tell the agency if you cannot keep an appointment. Tell the agency right away if there is a problem with your appointment.

An IDS Provider’s Appointment Policy must be applied to all clients being served at the clinic, regardless of the payer, and all clients must be fully informed of the policy when they agree to services. The agency must document all missed appointments, late cancellations, etc. in the Member’s record along with the follow-up/outreach/engagement attempt made by the agency. Furthermore, the client must be informed when the agency determines, pursuant to its appointment policy, to terminate services. All IDS Provider’s are also required to document Member’s missed appointments, late cancellations, etc. by using the billing code BCN04 and either submitting data monthly to the Chief Financial Officer (CFO) (503) 371-7701 at the Mid-

Valley Independent Physicians Association (MVIPA) or by uploading the claims information into the MVIPA website. If an IDS Provider needs an alternate format for submitting data, the agency will need to submit their request in writing with a sample of the data format.

If a client ceases to show for appointments and/or has ceased contact with the servicing agency for 90 days or more, but is still able to receive services in the future when they may be more engaged in treatment, a Notice of Action to terminate services is not necessary. In such cases, the agency may administratively close the client's file.

If a Member violates the agency's appointment policy and consequences include termination of services, an agency can terminate the Member's services by filing a Notice of Action with MVBCN assistance. In such cases, the Notice of Action must cite the OAR for OHP Members' responsibilities and the agency's appointment policy as reasons for terminating services. The client has the ability to appeal the Notice of Action terminating services to the agency and/or MVBCN, and may be subject to a state hearing. If an agency chooses to file a Notice of Action for a violation with the appointment policy, the following must be documented:

- Dates of all missed appointments;
- Clinically appropriate follow-up contact between agency/clinician and client;
- A clear pattern of repeatedly scheduling appointments, but failing to keep within a recent time period; and
- Agency efforts to hold the client accountable to the appointment policy and how that has failed.

For more information or to file a Notice of Action, please contact the MVBCN at (503) 566-2938.