

Missed Appointment Fees for Members Living Outside of Maricopa and Pima Counties Fact Sheet

BACKGROUND

Arizona's approved 1115 Research and Demonstration [Waiver](#) and ARS §36-2930.01 include a provision that allows providers (physicians, nurse practitioners, and physician assistants) to charge a \$3 fee for missed appointments for certain AHCCCS members who live outside of Maricopa and Pima counties. This Waiver provision also permits providers to refuse services for such members until the member has paid the missed appointment fee. Beginning January 1, 2012, providers will be permitted to charge a missed appointment fee for certain AHCCCS members if these members reside in a rural county, and the providers comply with the CMS requirements described below.

Providers are permitted to charge 1) Persons who are eligible for [AHCCCS Care](#) who live in a rural county and 2) Adults who are eligible for [AHCCCS for Families with Children](#) under Section 1931 of the Social Security Act who live in a rural county when certain conditions are met (see below). A missed appointment is one where the member is more than 20 minutes late for the scheduled appointment or has failed to cancel the appointment at least 24 hours in advance. The Center for Medicare and Medicaid Services (CMS) has authorized the imposition of a missed appointment fee through December 31, 2012.

PROVIDER PLAN SUBMISSION REQUIREMENTS

Prior to the implementation of the \$3 charge to members, the provider must submit a plan to AHCCCS that:

1. Assures compliance with the Member Notice Requirements below.
2. Describes the circumstances when the member would be exempt.
3. Agrees to track, and report to AHCCCS on a quarterly basis:
 - a. The reason(s) the member missed the appointment
 - b. The number of missed appointment fees in the reporting period
 - c. The number of members who have been assessed the missed appointment fee and
 - d. The number of members who have been assessed the fee more than once during the reporting period, including the average number of times the fee has been assessed for this subpopulation.

MEMBER NOTICE REQUIREMENTS

A \$3 fee may be charged when the Provider meets **ALL** of the requirements below:

1. ***Member Notice of Missed Appointment Policy***
 - a. Members must be notified in easily understood, plain language when scheduling their appointment of the consequences of missing appointments. This includes, but is not limited to the definition of "missed appointment", notification of the \$3 fee, and the possibility of the provider refusing future service(s) until the \$3 fee has been paid.
 - b. The provider must present its missed appointment policy to each member subject to these fees and obtain a signed acknowledgment of such policy from the members on an annual basis.
2. ***Member Notice of Scheduled Appointment***
 - a. Members must receive written confirmation of their scheduled appointment. This could include, but is not limited to, a postcard given to the member at the time the appointment is scheduled, a mailed letter, an email, or a text message to a mobile device.
 - b. The provider must maintain a record of the times and dates of individual appointments, and a record of the date and time that confirmation was delivered.
3. ***Member Notice/ Reminder of Upcoming Appointment***
 - a. Members must be notified 48 hours in advance of their scheduled appointment time.
 - b. The members must have a choice from among two or more different notice mechanisms (i.e. telephone call, text message to a mobile device, and/or an email) and permit the member to utilize whichever method of communication is preferable to the member.
 - c. The provider must maintain a record of such notifications.

Refer to provider memo for more detail.