



427 – CRS CONTRACTOR NO-SHOW

Effective Date: 01/01/11, 10/01/13

Revision Date: 10/11/12

Staff responsible for policy: DHCM Operations; CRS Contractor

I. Purpose

This policy shall explicitly describe no-show monitoring and notification processes to ensure medically necessary care is received according to the member's Service Plan.

II. Definitions

Appointment A scheduled medical visit to a specialist or clinic that has been documented in the member's Service Plan.

CRS Contractor The AHCCCS Contractor responsible for provision of CRS-Covered Services (DDD and CMDP) and all covered services for members enrolled in the Integrated CRS Contractor.

Contractor The AHCCCS Contracted health plan, DDD and CMDP in which a CRS member is enrolled.

III. Policy

In addition to monitoring appointment accessibility under Policy 417 of this manual, the CRS Contractor is expected to ensure that members receive scheduled care for their complex medical and behavioral health conditions. The CRS Contractor is expected to have proactive monitoring mechanisms for ensuring completion of scheduled care indicated in the member's Service Plan. The Contractor will monitor completed appointments using the process outlined in this policy.

IV. Procedure

For the first and second missed appointments, the CRS Contractor shall contact the member/member's representative by phone or letter to reschedule appointments. If the member/member's representative does not respond after two attempts to contact (with at least forty-eight (48) hours between attempts), the CRS Contractor must send a letter to the member/member's representative requesting a rescheduled appointment.

For the third missed appointment, the CRS Contractor shall send a letter to the member/member's representative, and in the case of a DDD or CMDP member, the Contractor



of enrollment, stating that the member/member's representative needs to contact the CRS Clinic to reschedule the appointment.

If the member/member's representative do not respond within ninety (90) days to any of the CRS Contractor's verbal and written notifications regarding missed appointments, the CRS Contractor shall send a written notice to the member/member's representative, and for DDD and CMDP members, the Contractor of enrollment, stating that the member/member's representative need to contact the CRS Clinic to reschedule an appointment. The notice must inform the member that the Contractor will not cover the CRS or behavioral health related services.

The CRS Contractor must document all attempts to contact the member/member's representative.

A CRS Contractor cannot terminate a member from the program for no-show appointments.

V. References

Acute Care Contract