

	<b>POLICIES AND PROCEDURES</b>
<b>Policy #:</b> HS 3.42	<b>Lead Department:</b> Health Services
<b>Title:</b> Missed Appointment and Patient Recall	
<b>Original Date:</b> February 1996	<b>Last Revision Date:</b> July 2006
<b>Approved by:</b> Barbara Flynn, RN	
<b>Applies to:</b> All Lines of Business	

***Policy Objective:***

To describe the process utilized to ensure that members receive medically necessary care when appointments have been missed.

- I. If a member fails to keep an appointment, physician should be notified by the office staff at the end of the day to review the chart to determine if another visit is medically necessary.
  
- II. If the physician determines that the visit is still medically necessary, the chart should be forwarded to the office staff to telephone the member the following day and advise that follow-up care is needed. If a third appointment is made and the member fails to keep this appointment, the physician should repeat this process. If a third appointment is missed, the physician's office should notify the Alliance Member Services department within two (2) weeks. All attempts to contact patient and patient responses should be documented in patient's medical record. A form letter will be generated by Member Services, within two weeks of notification from physician, to the member advising that the member must come in for medically necessary care, explaining that there are medical risks entailed in non-compliance, and to release the provider's responsibility if the member does not comply.
  
- III. Monitoring

Should a member miss an appointment, the Provider may contact the Provider Relations department, who will log the call and notify Member Services. Member Services will attempt to contact the member for education and follow-up.

**Revision History:**

<b>Review Date</b>	<b>Revised Date</b>	<b>Approved By</b>
<b>July 1998</b>		<b>Barbara Flynn, RN</b>
<b>December 2000</b>		<b>Barbara Flynn, RN</b>
<b>December 2002</b>		<b>Barbara Flynn, RN</b>
<b>July 2006</b>		<b>Barbara Flynn, RN</b>



1600 Green Hills Road, Suite 101 • Scotts Valley, CA 95066-4981 • (831) 430-5500  
339 Pajaro Street, Suite E • Salinas, CA 93901-3400 • (831) 755-6000  
530 West 16th Street, Suite B • Merced, CA 95340-4710 • (209) 381-5300

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Dear Member:

Your Primary Care Provider (PCP) has informed us that you have missed three appointments without canceling ahead of time. It's very important for you to keep your appointments so that you can get the care that you need.

We would like to assist you in any way we can so that you do receive the medical attention you need. If you are having difficulty making your appointments, if you would like to change your PCP, or if you have any concerns regarding this matter, please do not hesitate to call or visit a Alliance Member Services Representative, Monday - Friday, 8am - 5pm, at any of the following locations:

**Main Office**

1600 Green Hills Rd, Ste #101  
Scotts Valley, CA 95066  
(831) 430-5505

**Salinas Office**

339 Pajaro St. Ste E  
Salinas, CA 93901  
(831) 755-6000

**Merced Office**

530 W. 16<sup>th</sup> Street, Ste B  
Merced, CA 95340  
(209) 381-5300

**Social Services Office**

119 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8640

**TDD Line:** (831) 457-3864

**From out of county:** (800) 700-3874

Sincerely,

Central California Alliance For Health  
Member Services Department



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Estimado Miembro:

Su Proveedor de Cuidados Primarios (PCP) nos ha informado que usted ha faltado a tres de sus citas sin cancelar antes de tiempo.

Es muy importante que usted guarde sus citas para pueda recibir el cuidado que necesita. Quisieramos asistirle en lo que sea necesario para que reciba la atención médica que requiere. Si es difícil para usted hacer sus citas, si quisiera cambiar su PCP, o si tiene alguna inquietud con respecto a este asunto, llame o visite con confianza a uno de los Representantes de Servicios para Miembros de Alliance, de lunes a viernes, 8am - 5pm, en cualquiera de los siguientes sitios:

**Main Office**

1600 Green Hills Rd, Ste #101  
Scotts Valley, CA 95066  
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**Social Services Office**

119 W. Beach Street  
Watsonville, CA 95076  
(831) 763-8640

**Línea de TDD:** (831) 457-3864

**Desde fuera del condado:** (800) 700-3874

Atentamente,

Central California Alliance For Health  
Departamento de Servicios para Miembros