




<b>ISSUE DATE</b> December 1, 2010	<b>EFFECTIVE DATE</b> December 1, 2010	<b>NUMBER</b> 99-10-14
<b>SUBJECT</b> Missed Appointments		<b>BY</b>  Izanne Leonard-Haak, Acting Deputy Secretary Office of Medical Assistance Programs

**PURPOSE:**

The purpose of this bulletin is to inform providers of the Medical Assistance (MA) policy regarding billing MA recipients for missed appointments.

**SCOPE:**

This bulletin applies to all providers enrolled in the MA Program who render services to recipients enrolled in the Fee-for-Service (FFS) delivery system, including ACCESS Plus, and the HealthChoices and voluntary managed care delivery system.

**BACKGROUND/DISCUSSION:**

The Department of Public Welfare (Department) continues to receive questions from providers regarding whether they may bill MA recipients or the MA Program for missed appointments, also known as “No Shows”.

The Centers for Medicare and Medicaid Services (CMS), which is responsible for administering the Medicaid Program, has an existing policy that prohibits MA providers from billing recipients or the Medicaid agency for missed appointments. According to CMS, a missed appointment is not a distinct reimbursable Medicaid service, but a part of the provider’s overall cost of doing business. As such, it is included in the MA rate and providers may not impose separate charges on Medicaid recipients. State Medicaid programs, including Pennsylvania’s MA Program, must comply with the CMS policy on this subject; therefore MA enrolled providers who render services to MA recipients may not bill recipients for missed appointments.

**PROCEDURE:**

MA providers may not bill MA recipients enrolled in the FFS or managed care delivery system (HealthChoices and voluntary managed care plans) for missed appointments. Additionally, MA payment is not available for any charges related to missed appointments, as no covered service was rendered.

<p><b>COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:</b></p> <p>The Appropriate toll-free number for your Provider Type.</p> <p>Visit the Office of Medical Assistance Programs Web site at  <a href="http://www.dpw.state.pa.us/provider/healthcaremedicalassistance/index.htm">http://www.dpw.state.pa.us/provider/healthcaremedicalassistance/index.htm</a></p>
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