



MARICOPA
HEALTH PLAN

Count on us to care.



Maricopa Health Plan

BULLETIN

DATE: 10/16/06

SUBJECT: No Show Log Reminder

TO: All PCP, Specialty
And Dental Providers

NO: 06_18

Please ensure that this information is communicated with the Pre-Visit Coordinators, Pre-certification staff, Nurses Managers, Clinic Managers and any other appropriate front office personnel.

Maricopa Health Plans (MHP) understands the importance of members keeping their appointments with you. We share in your concern of how it can have a detrimental affect on the member's health, as well as creating problems with the operations of your practice.

Because of this, MHP has a process to help you manage these members. Attached to this bulletin is a "no-show log" (the log can also be found in your provider manual under the forms tab on page 20.3). When a member no-shows for an appointment, please complete this log and fax to Member Services at 520-874-3434 within 5 days of the no-showed appointment. MHP will track the member's no-showed appointments and contact the member either in writing or over the phone depending on the number of appointments the member has no-showed and the complexity of the member's health conditions.

We appreciate your help in this and allowing MHP the opportunity to assist you in managing members who consistently miss appointments.

If you have any questions regarding this bulletin, please contact your Provider Relations Representative.

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