Anthem.

Strategies for missed appointments

Anthem Blue Cross and Blue Shield (Anthem) is committed to partnering with you to help address no-shows for your Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect members. Missed medical appointments disrupt schedules, leaving the office or clinic practice with openings during the workday. In addition to the inconvenience, no-shows can cause financial gaps because providers are unable to bill Medicaid members for missed visits.

Here are some strategies that can improve the likelihood that members will keep their appointments.

No-show guidelines

A no-show is someone who misses an appointment without canceling at least 24 hours before the scheduled appointment time or someone who arrives 15 minutes or more after the scheduled appointment time.

Providers should take the following steps to work with the Anthem Case Management team to reduce no-shows:

- Be sure the member understands the office's appointment cancellation and no-show policy.

- After three consecutive no-shows during a 12-month period:

  - Submit the member's name to Anthem using the *Care Management Referral Form* found on **www.anthem.com/inmedicaiddoc**.
    - Select Provider Support > Forms > Changes and Referrals > *Care Management Referral Form.*

  - A case manager will contact the member and/or provider to determine the level of care that's needed.

  - Case Management will communicate with the provider on action taken with the member, additional care plans and the member's progress.

Anthem wants to help members

remove any barrier that prevents them from following through with their doctor appointments. We have dedicated outreach teams that will conduct in-person visits and help the member get back on track.

www.anthem.com/inmedicaiddoc