

NORTHCARE NETWORK

POLICY TITLE: Rescheduling Initial Assessment For No Shows & Cancellations	CATEGORY: Access	
EFFECTIVE DATE: 8/5/19	BOARD APPROVAL DATE: 6/1/11	
REVIEW DATE: 9/5/23	REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY: Senior Clinical Director	CEO APPROVAL DATE: 10/12/23 Megan Rooney, CEO	

APPLIES TO

NorthCare Network Personnel
Member CMHSPs

POLICY

NorthCare Network will ensure that there is consistency across the Network in regard to outreach, rescheduling, and closure of admissions in ELMER when an individual no shows or cancels their appointment for an initial assessment.

PURPOSE

To appropriately reschedule or administratively close an admission when an individual no shows or cancels their initial assessment appointment.

DEFINITIONS

N/A

REFERENCES

N/A

HISTORY

REVISION DATE: 7/9/08, 10/7/09, 4/1/11, 5/22/13, 10/18/17; 8/13/18, 9/5/23
REVIEW DATE: 4/1/11, 5/22/13, 3/18/14, 3/3/15, 1/21/16, 10/18/17; 8/13/18, 8/29/19, 6/30/20, 5/28/21, 9/6/22, 9/5/23
CEO APPROVAL DATE: 5/23/13, 3/18/14, 3/3/15, 2/9/16, 11/6/17, 9/17/18, 9/16/19, 7/6/20, 6/1/21, 9/6/22, 10/12/23
BOARD APPROVAL DATE: 8/21/7, 6/1/11

PROCEDURES

NorthCare Network Access will explain to callers who meet criteria for Member CMHSP services that the authorization for this initial assessment is good for 30 days

NO SHOWS

- A. Persons screened by NorthCare Network Access who are determined to meet criteria for Member CMHSP services and are scheduled for an initial assessment who do not show will be considered a "no show" for that initial assessment appointment. In this instance, the Member CMHSP clinician scheduled to complete

the initial assessment will make a minimum of three attempts to contact the person by phone (unless the person has indicated they do not want to receive phone calls) to contact the individual to reschedule and will notify NorthCare Network Access of the missed appointment. Each attempt to contact the individual will be documented in the record.

- B. In the event the individual is not reached after documented efforts have been made, the clinician scheduled to conduct the initial assessment will clearly document in the record and add an administrative closure of the admission in ELMER and provide adequate written notice if the 30 day authorization period has NOT expired.
- C. If the individual withdraws their request for service by declining a new initial assessment appointment, the clinician will clearly document in the record and add an administrative closure of the admission in ELMER, and provide adequate written notice if the 30 day authorization period has NOT expired.
- D. If the individual calls to request service again during the authorization period, an initial assessment appointment may be scheduled without being re-screened by NorthCare Network Access. The initial assessment must be scheduled within 14 calendar days of the request to reschedule. If the individual calls outside 30 days from the missed appointment, the caller will be transferred to NorthCare Network Access for screening.

RESCHEDULES

- A. When an individual calls the Member CMHSP to reschedule an initial assessment appointment, the Member CMHSP will reschedule the appointment using the “reschedule” feature in ELMER. Deleting an appointment and adding a new one does not allow for proper data and reporting and therefore is prohibited.
- B. If an individual reschedules too many times (based on the clinical judgement of CMHSP clinician) the Member CMHSP clinician will make every attempt to contact the individual to discuss the importance of following through with appointments, attempt to identify any barriers to their attendance and offer assistance and/or reasonable accommodations. The Member CMHSP will also explain that if the individual does not keep their appointment within the 30-day authorization period, the authorization will expire but that they can contact Access at anytime in the future should they wish to seek non-emergent services. Also, they will advise that emergency services are available 24/7 and provide number to call.
- C. If the individual calls to request service again during the authorization period, an initial assessment appointment may be scheduled without being re-screened by NorthCare Network Access. The initial assessment must be scheduled within 14 calendar days of the request to reschedule. If the individual calls outside 30 days from the missed appointment, the caller will be transferred to NorthCare Network Access for screening.

CANCELS INITIAL ASSESSMENT AND DOES NOT WANT TO RESCHEDULE

- A. If an individual withdraws their request for service by calling to cancel and not reschedule their initial assessment appointment, the Member CMHSP will close the

admission and document the individual's decision to withdraw their request for service in the record and send notice if within the authorization period. The Member CMHSP will notify NorthCare Network Access when an individual cancels their appointment and does not want to reschedule.

- B. If the individual calls to request service again within 30 days, an initial assessment appointment may be scheduled without being re-screened by NorthCare Network Access. The initial assessment must be scheduled within 14 calendar days of the request to reschedule. If the individual calls outside 30 days from withdrawing the initial assessment appointment, the caller will be transferred to NorthCare Network Access for screening.