

## ACCESS & ELIGIBILITY

<b>POLICY TITLE:</b> Rescheduling Initial Assessment For No Shows and Cancellations	<b>EFFECTIVE DATE:</b> August 21, 2007
<b>DATE OF LAST REVIEW:</b> (Reviewed with no changes or minimal text revisions.) June 21, 2011	<b>DATE OF LAST POLICY REVISION:</b> (Revision to policy statement.) April 1, 2011

### **POLICY**

NorthCare 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.

### **PROCEDURE**

#### **NO SHOWS**

1. NorthCare Access will explain to callers who meet criteria for CMHSP services that the authorization for this initial assessment is good for 30 days and provide adequate notice of the limited authorization.
2. Persons screened by NorthCare Access who are determined to meet criteria for 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 CMHSP clinician scheduled to complete the initial assessment will make every effort to contact the individual to reschedule. Each attempt will be documented in the record.
3. 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.
4. 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.
5. 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 Access. If the individual calls outside 30 days from the missed appointment, the caller will be transferred to NorthCare Access for screening.

## **RESCHEDULE**

1. When an individual calls the CMHSP to reschedule an initial assessment appointment, the 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.
2. If an individual reschedules too many times (as determined by the CMHSP) the 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. 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, advise that emergency services are available 24/7 and provide number to call.
3. 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 Access. If the individual calls outside 30 days from the missed appointment, the caller will be transferred to NorthCare Access for screening.

## **CANCELS INITIAL ASSESSMENT AND DOES NOT WANT TO RESCHEDULE**

1. If an individual withdraws their request for service by calling to cancel and not reschedule their initial assessment appointment, the 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.
2. If the individual calls to request service again within 30 days, an initial assessment appointment may be scheduled without being re-screened by NorthCare Access. If the individual calls outside 30 days from withdrawing the initial assessment appointment, the caller will be transferred to NorthCare Access for screening.

### **BOARD ADOPTED/REVIEWED DATE**

08/07; 06/01/2011

### **COO APPROVAL**

04/01/11

### **HISTORY**

REVIEW DATES: 3/10/11, 6/21/11

REVISION DATES: 7/9/08; 10/7/09, 4/1/11