

DEPARTMENT OF THE ARMY
MEDICAL DEPARTMENT ACTIVITY
Fort Huachuca, AZ 85613-7079

MEDDAC Memorandum
No. 40-173

1 October 2007

Medical Services
NO-SHOW POLICY

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1. HISTORY: This is the first printing of this publication.
2. PURPOSE: To establish a patient appointment no-show policy. No-show is defined as a failure to arrive on time for a scheduled appointment as determined by the clinic or department chief.
3. SCOPE: This policy applies to all clinics at Raymond W. Bliss Army Health Clinic (RWBAHC), Ft. Huachuca, Arizona.
4. REFERENCES: Command directed.
5. RESPONSIBILITIES:
 - 5.1 Outpatient Clinic Medical Clerks will:
 - 5.1.1 Identify all individuals who have no-show appointments during the day.
 - 5.1.2 Provide the list of no-show individuals to the Chief, Clinical Support Division (CSD).
 - 5.1.3 Annotate all no-show individuals in the Composite Health Care System (CHCS)/Armed Forces Health Longitudinal Technology Application (AHLTA) for tracking and appropriate follow-up.
 - 5.2 Clinical Support Division will:
 - 5.2.1 Consolidate, track and record, in an electronic database, the no-show patients.
 - 5.2.2 Provide a report of no-show Non-Active Duty patients to the Health Benefits Advisor (HBA) or Chief, Managed Care monthly.

5.2.3 Provide a report of no-show Active Duty patients to the Battalion S-1 of the Soldier's assigned unit.

5.3 Health Benefits Advisor or Chief, Managed Care will:

5.3.1 Determine and record all first-time no-show individuals since the effective date of the no-show policy.

5.3.2 Mail a first-time no-show notification letter to the beneficiary advising that if a second no-show appointment occurs within 12 months, the beneficiary's healthcare can be transitioned to a TRICARE network provider.

5.3.3 Determine and record all two-time no-show individuals within 12 months.

5.3.4 Provide the Deputy Commander for Administration (DCA) with a list of two-time no show patients once each month showing dates and clinic of missed appointments.

5.3.5 Following DCA decision to dis-enroll, mail a second-time no-show notification letter to the beneficiary advising of their second no-show appointment within 12 months and that their healthcare will be transitioned to a TRICARE network provider.

5.3.6 Notify the beneficiary in the second no-show letter that the beneficiary has 30 days to respond to the HBA for selection of their new TRICARE network provider, or a TRICARE network provider will be selected for them based upon provider availability within the network.

5.4 Patient Administration Division, Outpatient Records Branch will:

5.4.1 Be provided the list of no-show beneficiaries for tracking and record purposes.

5.4.2 Coordinate transfer of the beneficiary to the TRICARE network as required.

5.5 Deputy Commander for Administration will:

5.5.1 Monitor the no show policy execution to ensure compliance with Commander's intent.

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5.5.2 Be the initial dis-enrollment decision authority.

5.5.3 Refer dis-enrollment appeals to the Commander, RWBAHC for resolution.

5.6 Commander, RWBAHC will: Be the final dis-enrollment appeal decision authority.

The proponent of this publication is Managed Care, Resource Management Division. Users are invited to send comments and suggested improvements on DA Form 2028 directly to the Chief, Managed Care, RWBAHC, ATTN: MCXJ-RM, Fort Huachuca, AZ 85613-7079.

FOR THE COMMANDER:

OFFICIAL:

GREGORY A. SWANSON
LTC, MS
Deputy Commander for
Administration

Robert D. Lake
Information Management Officer

DISTRIBUTION:

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