

Flow Chart for “No Shows” for Service Visits

Provider Arrives for Scheduled Visit
Family is a “No Show” for Visit

Service Provider Responsibilities

Service Provider (SP) informs Service Coordinator (SC) of each missed appointment **within 2 business days** after the missed appointment (even if SP was able to speak with family within the 2 business days and reschedule appointment)

Then

Service Coordinator Responsibilities

SC makes initial attempt to contact family within **2 business days of notification by service provider** (if SP was unable to contact family).

Purpose of Contact

1. Find out reasons for missed appointments
2. Determine need for IFSP review, and
3. Coordinate scheduling next visit for other service providers

Then

- Meanwhile
1. SPs who do not have standing appointments do **not go back out for visits** until the SC or SP is able to contact family.
 2. SPs who do have standing appointments must go out for visits as designated on the IFSP

SC has **3 additional business** days to make an **additional two attempts** to contact the family. If 2 attempts are by phone & no voice message is left, the third attempt **MUST** be either by non-certified letter or home visit.

Then

If there has been no response from family within **7 calendar days of the third attempt** to contact, then on the next business day the SC sends **a certified letter with return receipt requested.**

Givens

Documentation of attempts to contact and schedule appointment is critical:

1. SP's notes reflect contact with SC
2. SC's notes reflect specific attempts to contact family & schedule appointment AND contact(s) with SP

AND

Any communication back from the family re-starts the timelines established within this document.

Content of letter

1. Information letting the family know about missed appointment(s)
2. Attempts to contact
3. Services are still available
4. Can do IFSP review
5. Please contact Service Coordinator to schedule review and/or next service appointment

Then

If there has been no contact initiated by the family **within 10 calendar days of sending certified letter**, SC notifies SP, in writing, that status of the case is “inactive” until communication is made with family or projected end date for entitled services, including Service Coordination.

Targeted Case Management **MUST** close case to Medicaid but leaves case open to Part C on “inactive” status.

Then

On **projected end date for entitled services**, *Parental Prior Notice* is sent to family with a copy in child's record.

Top Section:

- Check “Other” (Your child is being discharged from the Part C system)

“Reason” Section:

- **MUST** summarize all attempts to contact family **AND** list end date for entitled services listed on IFSP.

Definitions

Contact may include, but is not limited to any of the following:

- Telephone call, Home Visit, Fax, E-Mail, Letter, Visit to Place of Employment, etc.

Inactive: no additional visits or attempts to contact need to be initiated by local system, but the child is NOT discharged from Part C