

BHS Policies and Procedures



City and County of San Francisco
Department of Public Health
San Francisco Health Network
BEHAVIORAL HEALTH SERVICES

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Policy or Procedure Title: Accurate Recording of Member No-Shows

Issued By:
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BHS Director of Managed Care

Date: May 22, 2024

Manual Number: **3.10-12**

References: Memo: No-Show Data
Submissions (May 20, 2024)

Technical Revision. Replaces Policy 3.10-12 of March 2, 2017.

Equity Statement: The San Francisco Department of Public Health, Behavioral Health Services (BHS) is committed to leading with race and prioritizing Intersectionality, including sex, gender identity, sexual orientation, age, class, nationality, language, and ability. BHS strives to move forward on the continuum of becoming an anti-racist institution through dismantling racism, building solidarity among racial groups, and working towards becoming a Trauma-Informed/Trauma Healing Organization in partnership with staff, members, communities, and our contractors. We are committed to ensuring that every policy or procedure, developed and implemented, leads with an equity and anti-racist lens. Our policies will provide the highest quality of care for our diverse members. We are dedicated to ensuring that our providers are equipped to provide services that are responsive to our members' needs and lived experiences.

Purpose:

The purpose of this policy is to ensure a uniform definition and standard practice of tracking member no-shows. BHS considers no-show rates a means of measuring member engagement, experience and accessibility of services. As such, tracking no-shows can be used in order to promote improved member engagement and enhance the quality of care.

Scope:

BHS Mental Health and Substance Use Disorder Outpatient Services

The following are out of Scope:

- This policy does not intend to penalize members or programs for no-shows.
- This policy does not intend to impose a standard clinic process for discharging a member with frequent no-shows.
- Outreach services are not included because these services may not be scheduled in the same manner as traditional appointments.

Policy:

Member no-shows will be appropriately monitored, documented and reported, as required by DHCS.

Procedure:

SMHS programs: For those using the Epic Scheduling module (Cadence), No-Shows will be captured automatically.

SMHS Outpatient program uploaders (both Civil Service and Community-Based Organizations) not using Epic Scheduling: No-Show data must be submitted to BHS on a quarterly basis. These submissions are to include two files: *No-Show Rates* and *Appointments for Clients < 21 years old on the appointment date*.

- *No-Show Rates:*
 - Will be calculated for appointments that are scheduled between the first day and the last day of the reporting period (e.g., first quarter of the fiscal year: July 1 through September 30).
 - Must be calculated separately for Psychiatrists and non-Psychiatry clinical staff.
- *Appointments for Clients < 21 years old on the appointment date*
 - to calculate No-Show rates for Foster Care eligible members, BHS needs the individual member and appointment details, rather than aggregate rates. Submit appointments for all members who are < 21 years old on the date of the appointment. That is, each row (or record) is equivalent to an appointment.
- For more detailed information on data submissions for program uploaders, refer to the May 20, 2024 memo Re: No-Show data Submissions.

For DMC-ODS programs: No-Show data to be captured by using the ADM00 local service code.

1. Progress Note (or service entry) is to be created.
2. Service code ADM00 No-show will be used as the mechanism to capture no-show data, with zero (0) face to face minutes and complete the documentation/travel minutes as appropriate.
3. If clinical action was taken to support the member that should be documented in Avatar, staff will create a separate Progress Note using the appropriate billing code and accurately record the service time (FTF) and any documentation or travel time. If the service is not billable, use ADM99 ADMIN NOTE NOT BILLED and the actual time.

Definitions:

No-shows: An appointment the member did not attend, and the appointment was not canceled prior to the appointment's start time

Psychiatrists: Prescribers (MD, NP, PharmD)

Non-Psychiatry clinical staff: non-prescribers (not a MD, NP, PharmD)

Contact Person: BHS Director of Quality Management and Regulatory Affairs, 628-271-7145

Attachment(s):

05.20.2024 Memo Re: No-Show Data Submissions

Distribution:

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