



City and County of San Francisco  
London N. Breed, Mayor

**San Francisco Department of Public Health**



San Francisco Health Network  
Behavioral Health Services

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**Memo**

**TO:** BHS Specialty Mental Health Services (SMHS) Outpatient program uploaders

**FROM:** Alecia Martin, BHS Director of Quality Management and Regulatory Affairs

**DATE:** May 20, 2024

**RE:** No-Show Data Submissions

DocuSigned by:  
*Alecia Martin*  
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Reporting and monitoring No-Show rates is a DHCS requirement, and it allows our system to better understand our member experience. For SMHS programs using Epic Scheduling, No-Shows will be captured automatically starting May 22, 2024. **For SMHS Outpatient program uploaders, No-Show data must be submitted to BHS on a quarterly basis.** Please follow the instructions below in submitting No-Show data.

**Who**

This memo applies to BHS Civil Service and Community Based Organizations (CBO) Specialty Mental Health Services (SMHS) programs **not** planning to use the Epic Scheduling module, Cadence.

**Definitions**

- A **“No-Show”** is an appointment the client did not attend, and the appointment was not canceled prior to the appointment’s start time
- Psychiatrists are defined as prescribers (MD, NP, PharmD) for the purposes of the Psychiatrist No-Show metric
- Non-Psychiatry clinical staff are defined as **non**-prescribers (not a MD, NP, PharmD)
- This memo applies only to SMHS Outpatient programs

**Due Dates**

The first No-Show data submission will be due by **July 31, 2024** for the May 22 through June 30, 2024 data. Subsequently, data will be due within 1 month (30 or 31 days, depending on the month) of the end of the reporting quarter. For example, FY24-25 Quarter 1 (July 1 through September 30, 2024) data will be due by October 31. *The details about where the data should be submitted are still in development and will be communicated prior to the first submission deadline.*

File submitted to BHS	Appointment start date	Appointment end date
7/31/2024	5/22/2024 (due to Epic Go Live)	6/30/2024
10/31/2024	7/1/2024	9/30/2024
1/31/2025	10/1/2024	12/31/2024



**Two Files Are Required:**

No-Show data submissions must include two files. See attached examples of how the two files should be structured, and below for information about what data to include in each file.

***File #1: No-Show Rates***

- Calculate No-Show rate 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).
- No-Show rates must be calculated for appointments in the following episode types:
  - AOA:
    - AOA MH Outpatient
    - AOA MH Older Adult Outpatient
  - TAY:
    - TAY MH Outpatient
  - CYF:
    - CYF MH Outpatient
    - CYF MH Intensive Outpatient
    - CYF Wrap
- No-Show rates must be calculated separately for:
  - Psychiatrists (i.e., prescribers, as defined above) and
  - Non-psychiatry clinical staff (i.e., non-prescribers, as defined above)
- The numerator and denominator for calculating the no-show rate should include all appointments except for appointments billed to certain CPT codes as specified below.
  - Numerator = appointments in the reporting period that are considered “No-Show”
  - Denominator = appointments in the reporting period that are considered scheduled
- Exclude visits from the denominator if the appointment (visits attended) was charged to any of the following CPT codes:
  - 90785
  - 90833
  - 90836
  - 90838
  - 90885
  - 90889
  - H0034
  - H2019A
  - H2019C
  - H2019



- From the numerator exclude any appointments scheduled for group therapy. From the denominator (visits attended) exclude visits if the appointment was charged to any of the following group therapy CPT codes:
  - 90849
  - 90853
  - H0025

***File #2: Appointments for clients who are < 21 years old on the appointment date***

In order 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. Please include:

- Required:
  - First Name
  - Last Name
  - Date of birth (DOB)
  - Appointment was with Prescriber
  - Value "Yes" if the appointment provider meets the criteria for a prescriber (as defined above)
  - Value "No" if the appointment provider does NOT meet the criteria for a prescriber (as defined above)
  - Date of appointment
  - Appointment status:
    - Value "Yes" if appointment was attended
    - Value "No" if appointment was a No-Show
- Required, if available:
  - Epic Medical Record Number (MRN)
  - Social Security Number (SSN)
  - Client Index Number (CIN)
  - Medi-Cal Eligibility Data Systems Identification Number (MEDS\_ID)
- Exclude visits from this denominator if the appointment (visits attended) was charged to any of the following CPT codes:
  - 90785
  - 90833
  - 90836
  - 90838
  - 90885
  - 90889
  - H0034



## San Francisco Department of Public Health



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- H2019A
- H2019C
- H2019
- From the numerator exclude any appointments scheduled as “group therapy.” From the denominator, (visits attended) exclude visits if the appointment was charged to any of the following group therapy CPT codes:
  - 90849
  - 90853
  - H0025

### **Contact**

For questions, please reach out to **Chet Valentino, BHS Director of Analytics & Evaluation** at the following email address: [chet.valentino@sfdph.org](mailto:chet.valentino@sfdph.org).