

Policies and Procedures: 24-Hour Cancellation and “No Show” Fees

Section: Billing
Chapter: Administration
Policy: 24-Hour Cancellation and “No Show” Fees

I. PURPOSE

To establish a policy which permits the departments of WVUPC to assess a fee to commercial or private pay patients who do not provide 24-hour notice of their need to cancel an appointment and/or who fail, without notice, to appear for their scheduled appointment (“no shows”).

II. APPLICABILITY

This policy applies to all WVUPC departments, and to patients of WVUPC who are either private pay or commercially insured. Medicaid or Medicare patients may not be assessed a “no show” fee. Departments may opt out of the application of this policy with advance notice to and approval of the WVUPC Board of Directors.

III. STATEMENT OF POLICY

WVUPC is committed to quality patient care and to caring for all patients in a timely and cost effective manner. However, sound financial practices dictate that patients must share responsibility for their care and must either keep appointments that are made for them, or must provide timely notification of their need to reschedule. Because of the high “no show” rate WVUPC has experienced, this policy provides for participating departments to assess a fee to patients who have failed, without justification, to provide 24 hours advance notice of a need to cancel their appointments, and/or who fail, without any notice, to appear for scheduled appointments.

IV. PROCEDURE

1. Departments wishing to assess a “no show”/late cancellation fee shall post a notice regarding the WVUPC “no show” fee policy in a prominent place at each of their clinical locations no later than February 13, 2009.
2. Patients of all participating departments shall be provided with verbal and written notice of WVUPC’s “no show” fee policy, and shall be asked to sign a



form to acknowledge their receipt of information relating to the policy whenever they present for care at any WVUPC clinical location.

3. Whenever a patient has failed, without reasonable justification, to provide 24 hours advance notice of cancellation of their appointment with any of the participating departments, a designated staff member from that location shall document in the patient's chart that the patient was a "no show" for their scheduled appointment. A stamp can be purchased and utilized by the department for that purpose.
4. For all patients who are to be assessed a fee by a participating department for failure to provide 24 hours advance notice of cancellation of their appointment, or who have been a "no show," the charge shall be keyed into IDX with a "dummy code" of 199937. It must be keyed into IDX with a DNBI FSC 14 in order for the claim not to be generated to the insurance company.
5. Calls received from patients who have questions about "no show" or late cancellation fees shall be referred to the administrator of the departments which assessed the fee for resolution. In the event that the fee is to be reduced or forgiven, the administrator or his/her designee shall be responsible for communicating that information to the relevant revenue cycle representative, Jan Walter, by phone at (800) 314-1219, or by e-mail to walterj@rcbhsc.wvu.edu in order to ensure that financial accounts are properly updated.

V. Amendment or Termination of this Policy

This policy may be amended or terminated at any time.