

Policies and Procedures

**No Show Billing Policy**

Origination Date: 04/19/2019 Policy Section: Financial

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Approval: Page 1

**Purpose**: To clarify and set standards and expectations with regards to notification and collection of No Show and Cancellation Fees from scheduled patients that does not give sufficient notice for not attending scheduled sleep study (AST / HSAT) appointments.

**Policy:** This policy is to address the notification and collection of No Show fees for patients that do not give sufficient notice in cancelling an appointment or not attending scheduled appointments. This policy is supported by the declaration of CMS in Chapter 1, section 30.3.13 of the *Medicare Claims Processing Manual,* which is attached to CR5613. ASC will comply with all CMS regulations and standards.

**Definitions:**

1. No Show – where a patient does not attend a scheduled appointment and does not communicate such intent with sufficient notice so that ASC can fill the vacant appointment slot.
2. Cancellation – where the patient contacts the Alaska Sleep Clinic to cancel a scheduled appointment.
3. Sufficient Notice – at least 48 hours in advance of scheduled appointment

**Procedure:**

**Patient Notification:** At the time of patient scheduling ASC staff will notify the patient of the no show / cancellation fee policy.

1. Notification will be provided to the patient in the New Patient Packet as documented on the “Financial Policy” form that is to be signed by the patient.
	1. Staff must collect this form prior to the day/night of the appointment.
2. No Show Fee – is $100.00 and is the sole responsibility of the patient. ASC will not charge insurance carriers for this fee.

**Remedy:** If a patient No Shows for an appointment ASC staff will contact the patient and remind them of the no Show fee. Staff will make an attempt to reschedule the patient and inform them that if they schedule an appointment AND attend the appointment within 30 days of the original appointment the no show fee will be waived.

**Charges:**

1. All No Show / Cancellations will be documented on the “Daily Charges” form.
2. Billing Staff will enter the patient charge in MediSoft

**Collections:**

1. ASC will follow all collection policies currently in place.