

Policy Title: Cancellation of Scheduled Services by Client

<p>Policy Owner: Senior Program Business Analyst Policy Originated by: Program</p>	<p>Date Written: 10/1/13</p>
<p>Applicable Programs: Center-Based Therapy and Supports, Community-Based Therapy and Supports</p>	<p>Date Reviewed and Approved by PLT: 3/11/14, 04/21/15, 3/13/2019, 6/10/2020, 5/12/21, 6/8/22, 5/10/23</p>
<p>Statutory or Regulatory Citation: Minn. Stat. § 245D.10</p>	<p>Signature if needed:</p>

Policy: It is the policy of St. David's Center that clients and families served will use their best efforts in attending and participating meaningfully in all scheduled appointments.

Definitions:

“No Call, No Show”: means when neither the client nor a representative of the client calls St. David's Center to provide notice that the client will not be in attendance at an upcoming scheduled appointment.

“Pattern of ‘No-Call, No-Show’ Conduct”: means three (3) or more “No-Call, No-Show” incidents within sixty (60) days.

Procedure:

1. General Procedures

- A. St. David's Center will clearly communicate its expectation that all clients and families served use their best efforts to attend and participate meaningfully in all scheduled appointments.
 - i. Clients will be provided with program cancellation guidelines upon admission.
 - ii. Clients will be reminded of cancellation guidelines, including through the use of reminder phone calls.
 - a. St. David's Center staff will never leave a message on a client's voicemail that mentions the nature of the client's appointment or includes the provider's specialty because other people may have access to that message, which could compromise the client's privacy.

- B. Each client, or a representative of the client, is expected to notify St. David's Center in advance of missing an upcoming scheduled appointment, for any reason.
 - i. Notice can be provided by calling the:
 - a. St. David's Center CORE Line;
 - b. St. David's Center Program Main Line;
 - c. Client's provider, if instructed by the staff
 - d. Client's Coordinator and Direct Support Professional staff
- C. In order to avoid the assessment of late cancellation fees, the client must provide notice of an absence and cancel services:
 - i. At least 48 hours in advance for psychological testing appointments;
 - ii. At least 24 hours in advance for all other appointments.
- D. If the client incurs late cancellation fees, they may be assessed as follows:
 - i. For psychological testing services, the client may be charged \$160.00 if the client does not cancel services more than 48 hours in advance of the scheduled testing date.
 - ii. For mental health and pediatric therapy, the client may be charged \$50.00 if the client does not cancel services more than 24 hours in advance of the scheduled appointment date.
- E. If the client does not call to provide advance notice of an absence and cancel services, it will be considered a "No-Call, No-Show" incident.
 - i. The client may be discharged from services after a pattern of "No Call, No Show" conduct has been established - pattern is defined as three (3) No Call, No Show.
- F. *Discretion*. St. David's Center reserves the right to address, on a case-by-case basis, those instances when a client does not meet expectations regarding cancellation of services.
 - i. Because St. David's Center recognizes that each client is different, St. David's Center may decide not to discharge a client from services once a pattern of "No Call, No Show" conduct has been established, upon recommendation from the treatment team or treating provider.

2. Program-Specific Procedures

- A. In-Home Services
 - i. Canceled Services

- a. If services are canceled more than 24 hours in advance of a scheduled shift, staff will be expected to reschedule the shift.
- b. If the family elects not to reschedule, staff will receive pay for either the number of hours staff was scheduled to work or four (4) hours, whichever is less.

ii. Absent Client

- a. If staff arrive for a scheduled shift but find the client to be absent, staff will remain available to commence services for one half-hour following the time services were scheduled to begin.
- b. If the client does not return home by the half-hour point, staff will leave a written note, which includes the following information:
 - i. Staff name;
 - ii. Date and time at which note is written;
 - iii. Scheduled time of shift.

iii. Ill Client

- a. If staff is not notified of a client's illness and arrives for a scheduled shift, staff will receive pay for either the number of hours staff was scheduled to work or four (4) hours, whichever is less.
- b. Staff cannot provide services to clients that are hospitalized or in out-of-home placement due to state regulations for Medical Assistance services.
 - i. If a client is hospitalized or placed outside of the home, staff will contact the client's supervisor for further instruction.

iv. All Situations

- a. Staff will not be reimbursed for transportation to and from client's home for cancellations and absent/ill clients.
- b. Staff will contact their coordinator to inform the coordinator of all client cancellations and "No Call, No Shows," and will document the cancellation or "No Call, No Show" on the staff's timesheet for payroll and billing purposes.
- c. Should the client cancel services less than 24 hours in advance of a scheduled appointment or fail to provide any advance notice of an absence three (3) or more times within sixty (60) days, staff

may be reassigned to a different client on a permanent basis.

- i. Exceptions may also be made on a case-by-case basis by the Program Director.

B. In-Home Support Services

- i. Coordinator will notify staff of a canceled shift as soon as the coordinator becomes aware of the schedule change.
- ii. If staff is benefit-eligible, the staff can use paid time off (“PTO”) to supplement the hours lost.
 - a. Staff is not required to use PTO and will not be penalized should the staff fall below the required thirty (30) hours per week.
- iii. Staff may pick up other available shifts within the home to make up for lost hours.

C. Autism Day Treatment, Autism Spectrum Disorder Support Services, Children’s Mental Health, Community Mental Health Services, Pediatric Therapy, Family Place, Therapeutic Recreation

- i. It is the responsibility of the client, or a client representative, to call and provide staff with advance notice of any absence.
 - a. To do so, families are instructed to contact the client’s provider or CORE.
- ii. Families planning extended vacations are instructed to discuss such plans with the client’s provider as far in advance of the planned vacation as possible.
 - a. Clients are expected to attend 90% or more of their scheduled treatment days because consistent attendance assists the child in maintaining skills, forming relationships, and maintaining a predictable and consistent daily routine, and because inconsistent attendance can disrupt progress toward treatment goals.
- iii. Poor attendance—even when the client, or a representative of the client, calls to cancel—will result in a meeting between the family and the provider to discuss attendance concerns and to create a plan for improved attendance.
- iv. If attendance continues to be a problem, services to the client may be discontinued.

Violation of this Policy or Procedure

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to St. David's Center. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

Reference or Attachment:

[MHCP Provider Billing Manual](#)