

Missed Appointment Notification Form

Our No-show Policy

- A provider cannot bill a Chorus Community Health Plans (CCHP) member for a no-show appointment
- If a member doesn't show up for a scheduled appointment and doesn't notify the provider in advance of the cancellation, the provider can contact a CCHP Member Advocate at 877-900-2247
- A CCHP Member Advocate must be contacted if:
 - A pattern has developed for missed appointments by a member; or
 - A provider plans on terminating a patient's care
- A CCHP Member Advocate will counsel Medicaid/BadgerCare Plus members regarding the importance of keeping appointments

Patient information

Patient name:

Medicaid ID number

Date of birth (mm/dd/yyyy)

Address:

Apt. number:

City

State

ZIP

Patient, parent, or guardian phone number(s):

Name of parent or guardian (if child):

Provider information

Provider name:

Email:

Clinic Name:

Clinic phone number:

Name of person completing this form

Name:

Email:

Appointment information

Date of missed appointment (mm/dd/yyyy):

Reason for missed appointment (check all that apply):

Did not show up at all, and did not cancel

Did show up, but was too late to be seen. Approximate number of minutes late for appointment:

Other:

Submittal instructions

- Send letters regarding termination of patient care, along with this Missed Appointment Notification form, to the CCHP Member Advocate prior to notifying the member.
- **Mail** termination of patient care letter and completed Missed Appointment Notification form to:
Chorus Community Health Plans
Attn.: CCHP Member Advocate
P.O. Box 1997, MS6280
Milwaukee, WI 53201-1997

If you have questions or comments, please contact a CCHP Member Advocate at: **877-900-2247**