

## 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**