

**October 5, 2020**

**Re: Patient Missed Appointment and Rescheduling Protocol**

Dear HPSM Provider,

This notice is meant to serve as a reminder of requirements and summary of resources for supporting HPSM members who miss scheduled appointments.

As a reminder, it is a requirement that providers have a protocol for following up with patients who miss appointments and attempt to get missed appointments rescheduled. Information on this requirement can be found in Section 8 of the HPSM Provider Manual: [hpsm.org/provider/resources/provider-manual](http://hpsm.org/provider/resources/provider-manual)

Additionally, HPSM offers support to providers and members for members who repeatedly miss appointments through our Care Coordination Complex Case Management Referral Form: [hpsm.org/docs/default-source/provider-forms/complex\\_case\\_management\\_referral\\_form.pdf](http://hpsm.org/docs/default-source/provider-forms/complex_case_management_referral_form.pdf)

Upon the submission of the HPSM Complex Case Management Referral Form please provide information on the repeat missed appointments in the section of the form labeled 'Brief description why member is being referred'. This will allow HPSM to reach out to the member and determine what additional support they may need to not miss appointments (i.e. Non-Emergency Medical Transportation) and assist in rescheduling any necessary appointments that were missed.

**If you have any questions about this requirement or process please reach out to the HPSM Provider Services Department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).**

With gratitude for your partnership and service to our community,  
The Health Plan of San Mateo