Corporate Procedure

Subject:	Member No Show - WI	**Procedure No.:**	413.004
Authorized By:	Quality Management	**Date:**	8/26/13
Department:	Quality Management	**Last Revised:**	9/8/14
Applicability:	MTM Corporate		

PURPOSE:
To monitor member no show behavior in order to ensure continuity of care for client membership, along with effective utilization of the transportation benefit.
POLICY:
Policy 413- Management of No Shows

RESPONSIBILITY:

1. MTM representatives will document any reported member no shows with the appropriate no show trip status code in the Non-Emergency Transportation (NET) system.
2. The designated Quality Management (QM) Specialist will review and track reported member no shows on a daily basis. The MTM Business Solutions Group (BSG) will provide daily member no show reports for Wisconsin members.
3. The QM Specialist will track and report all member no show activities to the MTM General Manager on a monthly basis.
4. All reported member no show activity will be investigated to ensure accurate reporting and utilization of the member no show trip status codes.
5. Upon receipt of the second verified member no show during a thirty (30) day period the member will receive an warning letter detailing the following information:
    a. The importance of contacting MTM if their transportation needs change.
    b. Consequences of future reported member no show activity.
    c. The phone number to contact if they do not agree with the reported no show.
    d. If another no show is reported within that thirty (30) day period, the QM Specialist will send out a letter which is a “Notice of Action” letter. This letter contains the following information:
        i. MTM’s intended action stating the member has been reported as a no show on three different occasions within a thirty (30) day period.

ii. For the next ninety (90) days, the member will be required to contact MTM twenty-four (24) hours prior to a scheduled appointment in order to confirm their need for transportation.
iii. If a confirmation call from the member is not received, the member's trip request will be cancelled.
iv. The availability for mileage reimbursement or bus tickets will be noted in the letter.
v. Contact information for MTM if the member does not agree or has any concerns.

6. Once a member's file is noted with "WI No Show Process – Prior Confirmation Required". This notification will be set to expire in ninety (90) days.
7. The QM Specialist will track member no show activity on a spreadsheet. The spreadsheet will track and trend the following:
    a. Member no show dates
    b. Date and level of letters sent
    c. Date of notification to the WI General Manager. The spreadsheet will be submitted to the General Manager on a monthly basis.
8. All member no show activity will be reported to the client on a monthly basis, or per client request.
9. To help ensure proper utilization of the transportation benefit repeat offenders will be brought to the client's attention.

This procedure is reviewed by the appropriate department manager on an annual basis for appropriateness and effectiveness.

APPROVED BY:

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Director, Quality Management Date