KYHealthNet Missed & Canceled Appointment Reporting

Aetna Better Health of Kentucky would like to provide education to providers regarding reporting missed appointments.

Behavioral Health service providers must contact patients who have missed appointments within twenty-four (24) hours to reschedule appointments.

KYHealthNet has a panel for entering missed and cancelled appointments.
Providers can:
- Report missed appointments.
- View previously reported missed appointments in a specified period.
- View a specific patient's missed appointments during a specified period.
- Edit or delete previously entered information.

Providers will find a Training Guide and Training Video on the Department's website at:
https://www.kymmis.com/kymmis/Provider%20Relations/trainingVideos.aspx

Why report missed appointments?
- Helps identify patterns in patient populations or with individual patients.
- Helps DMS and MCOs understand issues with missed appointments.
- Helps DMS and MCOs to intervene and assist in removing barriers to attending appointments.

Can providers charge Kentucky Medicaid recipients fees for missing or canceling appointments?
- No, providers may not seek reimbursement for a missed or cancelled appointment.
- Instead, Kentucky Medicaid asks providers to document and report missed or cancelled appointments for monitoring purposes.

Please refer to the following.
https://www.chfs.ky.gov/agencies/dms/ProviderLetters/noshowcancelationfees.pdf

Welcome to the Kentucky Medicaid Management Information System (KYMMIS)
https://www.kymmis.com/kymmis/index.aspx

INSERT NETWORK CONTACT LISTING