



CABINET FOR HEALTH AND FAMILY SERVICES
Department for Medicaid Services

Andy Beshear
Governor

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Eric C. Friedlander
Secretary

Lisa D. Lee
Commissioner

TO: All Kentucky Medicaid Providers

FROM: Lee Guice, Director
Division of Policy & Operations, Department for Medicaid Services

DATE: May 21, 2021

RE: No-Show or Cancellation Fees for Medicaid members

The Department for Medicaid Services is updating guidance regarding No-Show or Cancellation fees for Medicaid members. Medicaid providers are not permitted to charge Kentucky Medicaid recipients fees for missing or cancelling appointments even if it is the provider's policy or practice to do so for all patients. Providers may not seek reimbursement for a missed or canceled appointment. Instead, Kentucky Medicaid is asking providers to document and report missed or canceled appointments for monitoring purposes.

KYHealthNet now has a panel for entering missed and cancelled appointments. The Commonwealth recognizes a member missing an appointment or canceling with little notice is a loss of revenue for your organization and prevents another member quicker access to services. Please take a few seconds to provide us with information about missed or canceled appointments so we can act to reduce those cases through outreach and, if appropriate, care management. On the new system panel, enter information when a Medicaid patient misses or cancels a scheduled appointment(s). You will find a User Guide and Video that may answer any questions you may have about entering information on this new panel posted on the Department's website at [Training Videos \(kymmis.com\)](https://kymmis.com/TrainingVideos).

Thank you,

A handwritten signature in black ink, appearing to read "Lee Guice".

Lee Guice, Director
Division of Policy & Operations
Department for Medicaid Services

