



January 19, 2011

**DPW Guidance on Billing AmeriHealth Mercy Members for Missed Appointments**

Dear AmeriHealth Mercy Participating Provider,

On December 1, 2010, The Pennsylvania Department of Public Welfare (DPW) issued Medical Assistance Bulletin 99-10-14 entitled Missed Appointments. DPW reminds providers who participate in the Medical Assistance Program (including HealthChoices Managed Care) of existing DPW policy, adopted from The Centers for Medicare and Medicaid Services (CMS). The CMS policy prohibits MA providers from billing recipients for missed appointments, also known as “No Shows”.

DPW emphasizes that a Missed Appointment is “not a distinct reimbursable Medicaid service, but a part of the provider’s overall cost of doing business”. Therefore, AmeriHealth Mercy participating providers may not bill our members for missed appointments, nor will AmeriHealth Mercy reimburse participating providers for any charges related to missed appointments, since no covered service was rendered.

To review MA Bulletin 99-10-14, Missed Appointments, please visit the Provider Center at [www.amerhealthmercyhp.com](http://www.amerhealthmercyhp.com) and click on MA Bulletins.

If you have any questions about this policy, please contact your Provider Representative or Provider Services at 1-800-521-6007. As always, we thank you for your participation in the AmeriHealth Mercy network and for your continued commitment to our members.

Sincerely, .

A handwritten signature in black ink that reads "Stephen E. Orndorff".

Stephen E. Orndorff  
Associate Vice President  
Provider & Community Affairs