

Missed Appointment Notification Form Instructions

The Missed Appointment Notification Form is a resource for you. This form can be used each time a Missouri Care member misses a preventive care appointment without cancelling or rescheduling the appointment in advance. Provider office staff can use the form when a member misses one of the following appointments:

- Well-Child (EPSDT/HCY) checkup
- Immunization appointment
- Well-Woman appointment

Provider office staff members may complete the form and check the type of appointment that was missed. The date of the missed appointment(s) should also be provided. If applicable, office staff members should indicate the action(s) already taken by their office by checking the appropriate box(es). Office staff members may then fax the form to the Missouri Care Quality Management department at **866-946-1125** .

Missouri Care staff will send a letter to the member to stress the importance of keeping preventive care appointments and to remind the member to call the provider office if he or she cannot keep an appointment.