



Provider communication

General information and system updates

February 29, 2024

Provider Missed Appointment Log

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Mercy Care would like to inform you that we recently posted an update to the Provider Missed Appointment Log on our [Forms](#) web page for your immediate use. The provider missed appointment log can now be used for both EPSDT members and Maternal Child Health (MCH) members. The MCH population includes Women's Health, Family Planning, and Maternity Care.

To improve our member's health and assist your office, the EPSDT/MCH Department will provide follow-up for members that may have received a "Missed" or "No Show" appointment. To do that, you will need to fill out the missed appointment log and fax it to the EPSDT/MCH Department. The forms can be faxed to us at any time, but the sooner we receive the form, the sooner we can get them rescheduled.

EPSDT Fax #: 1-860-900-7048

Maternal Child Health (MCH) Fax#: 1-959-282-1338

Complete the Missed Appointment Log for visits such as:

- EPSDT Visits (Well Child Visits) – ages birth up through 21 years of age
- Well Woman's Preventative Appointments
- Mammogram Appointments
- Family Planning Appointments
- Prenatal Appointments
- Postpartum Appointments

Be sure to notate on the form if there were any issues or barriers that may be hindering the member from keeping their appointments. This may help us address the situation during our outreach.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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