

# Canceling/Rescheduling Appointments with Service Providers

Rhode Island Department of Children, Youth and Families

**Policy: 700.0180**

*Effective Date: January 22, 1990 Version: 1*

The Department authorizes payment for necessary support services, such as mental health evaluation and counseling, through the DCYF #005 process. Some of these services are funded through Medical Assistance (MA) for eligible children and youth who are receiving MA and enrolled in the EPSDT program.

It is customary for service providers to require clients to cancel appointments, which they will not be able to attend, at least twenty-four (24) hours in advance of the time of the scheduled appointment. Many service providers request payment for missed appointments when clients do not cancel twenty-four (24) hours in advance. The Department compensates service providers only for MA or DCYF funded services which are actually provided; the Department will not pay for missed appointments.

Department employees must inform the client of his/her responsibility to cancel and reschedule sessions that he/she will not be able to attend. The DCYF employee must provide this information to the service provider if he/she is aware that the client is not going to attend.

The service provider is responsible to inform the DCYF primary service worker or supervisor when a client, who is receiving DCYF #005 approved services, does not attend a session and has not canceled and rescheduled the appointment. The service provider will also inform DCYF if services to the client will be terminated because of the client's lack of attendance at scheduled sessions.

## **Related Procedure**

[Canceling/Rescheduling Appointments with Service Providers](#)

## Canceling/Rescheduling Appointments with Service Providers

### **Procedure From Policy 700.0180: Canceling/Rescheduling Appointments with Service Providers**

- A. The worker discusses the importance of attendance at scheduled sessions with client and emphasizes the following:
  - 1. The client is responsible to cancel and reschedule sessions that he/she is unable to attend.
  - 2. Attendance at sessions which are being funded by the Department is usually required as part of the DCYF Case Plan. If there is Family Court involvement, the Case Plan becomes an order of the Court. The client should be reminded that if he/she is not attending sessions in these situations, he/she is not adhering to the Case Plan and/or the Court Order.
- B. The worker informs the service provider, if he/she is aware prior to the scheduled session, that the client is not going to attend.
- C. The service provider informs the Department of missed appointments:
  - 1. It is imperative that the service provider inform the primary service worker or supervisor whenever a client, who is receiving DCYF funded services, does not attend a session and has not canceled and rescheduled the appointment. With this knowledge, the worker can address the issue with the client in a timely manner.
  - 2. If the service provider is terminating services because of the client's lack of attendance, the DCYF worker/supervisor is notified.
- D. The primary service worker does the following when he/she is informed that the client is not attending sessions:
  - 1. Confers with supervisor.
  - 2. Confers with service provider.
  - 3. Discusses the situation with the client:
    - a. Determines the reason(s) for lack of attendance.
    - b. Assists the client in overcoming barriers, if possible.
    - c. Discusses the importance of meeting Case Plan objectives in order to achieve the Case Plan goal.
  - 4. If the client continues to miss appointments after attempts by the worker to assist the client in overcoming barriers, the worker should discuss further steps that may be taken to rectify the situation with his/her supervisor and, if warranted, with legal counsel.
  - 5. If there is Court involvement, the Court is informed of the situation.