No Show/Cancellations

Quick Reference Guide for RCM Clients

Oh no, your patient did not show up for their scheduled appointment!

Unfortunately, this is a frustrating piece that many medical offices struggle with. Should we charge when a patient does not show up? Should we just call them and find out if they want to reschedule? It is a delicate balance between holding patients responsible for scheduled visits and ensuring patients return for their next visit. Regardless of how you choose to handle these, RCM can support your workflow.

How the Patient Should Look on the Schedule

Regardless of whether you decide that you would like to charge the patient for a no show visit, you will want to change the visit status to no show or canceled. This will allow you to run reports on the patients that were no shows or cancellations at a later date. If you do not want to charge the patient, there is nothing else you need to do at this point.

**If you do not see a visit status of no show and/or canceled, feel free to reach out to your biller to get it added!

I have decided I want to charge the patient…

If you have decided that you want to charge the patient, you will want to create a superbill for the patient so that the charges can be applied to their account.
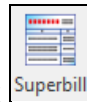
1. When you are on the tracking screen, click Superbill on the top ribbon to create a new superbill.
2. Enter the provider that the patient should have seen
3. Enter the diagnosis code of Z02.89 (or any other administrative diagnosis code)
4. Enter the CPT code of 39 (unless your practice has designated another CPT code to represent no show or cancelation fees).
5. Click Exit to save the superbill
6. Change the billing status to "Ready to Bill" so that the RCM team knows to convert the claim.

**If this is the first time you are using a no show or cancelation charge, you may not have a fee associated with it. If you would like to set a fee, please reach out to your biller!

You can create a superbill template to make the above steps easier. To do so, visit this link in the help center: https://op.knowledgeowl.com/help/manually-enter-a-superbill. This will allow you to apply the same information to each superbill without having to select it each time.

At this point, the OP RCM team will take over. We will convert the claim, leave the balance to the patient, and send a statement with our next batch of statements. If you collect the money before then, we will apply to the patient's claim!