

## **Charges for Missed Appointments for AHCCCS Care Members and Adults Eligible for AHCCCS for Families with Children**

Beginning January 1, 2012, certain AHCCCS members may be charged a \$3 fee by their provider (doctor, nurse practitioner, and physician assistant) if they miss their appointment without cancelling it at least 24 hours before the appointment or are more than 20 minutes late to the appointment. The fee will **NOT** be charged to **MEMBERS** who live in **MARICOPA and PIMA COUNTIES**. Providers can stop seeing members who miss their appointment without cancelling on time or who are more than 20 minutes late until the member pays the missed appointment fee.

Providers are only allowed to charge:

- Adults who are eligible for [AHCCCS for Families with Children under Section 1931 of the Social Security Act \(also known as the 1931 Population\)](#)

AND

- Persons who are eligible for [AHCCCS Care](#)

**WHO LIVE in** Apache, Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Mohave, Navajo, Pinal, Santa Cruz, Yavapai or Yuma counties.

This means that AHCCCS Care members and Adults eligible for AHCCCS for Families with Children who live in a **rural** county can be charged a missed appointment fee by their provider and the provider can stop seeing the member until the member has paid the missed appointment fee.

A provider must meet certain requirements, such as notifying members of their appointment at least 48 hours in advance, before charging members for missed appointments. For more information about charges for missed appointments click on the links below.

<http://www.azahcccs.gov/commercial/ProviderBilling/ProviderBilling.aspx>

<http://www.azahcccs.gov/shared/news.aspx#ArizonaSection1115DemonstrationProjectWaiver>