



BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association.

HOME HEALTH MISSED VISIT FORM

When to use this form: When there is a missed visit or future missed visit of one or more hours, report the information by calling or faxing to the appropriate Managed Care Organization (MCO) number listed below. All missed visits, including those called in, must be faxed to the MCO within 3 calendar days of the date of the missed visit.

ATTENTION: Missed visits resulting in an unsafe situation or no back-up plan in the home requires contacting the MCO as follows:

MCO Name	Business Hours	After Business Hours (5PM CST and 6PM EST Mon-Fri)	Fax Number
BlueCare SM	800-225-8698	800-262-2873	423-535-1931/833-744-7587
TennCareSelect	800-225-8698	800-262-2873	423-535-1931/833-744-7587
UnitedHealthcare	800-690-1606	800-690-1606	888-722-2601
Amerigroup	800-454-3730	844-385-5244	866-920-6003

Member Information

Member Name: _____ Member's Date of Birth: _____ Member ID Number: _____

Provider Information

Home Health Agency: _____ Phone Number: _____ Fax Number: _____

Provider Number: _____ Contact Name and Office Location: _____

Missed Visit Details

Home Health Services Provided with Frequency: _____

Date of missed visit: _____ Duration of Visit (ex: 7a – 7p, 3p – 11p): _____

Hours missed per visit (one hours or more): _____

Please select all applicable reason(s) for the missed visit and provide complete details

- Agency unable to staff
- Agency provided alternative staff and member/caregiver refused alternative assignment
- Environmental (e.g. infestation, unsafe living conditions, illegal activities)
Provide explanation: _____
- Family/member behavioral issues (e.g. combative, inappropriate language or touching)
- Hospitalization
- Inclement weather
- Member/caregiver refused scheduled staff
- Missed visit associated with a home health critical incident
- Patient not at home (e.g. on vacation, MD appointment, with other guardian or parent, holiday)
- If other, provide an explanation: _____

AGENCY UNABLE TO PROVIDE STAFF FOR VISITS

Provide details why agency was unable to cover visit.

Describe the back-up plan identified in the Plan of Care.

Was backup plan implemented? Yes or No

If No, what alternative plan was implemented?

What actions/interventions have been completed to resolve future missed visits?

MEMBER REFUSED SERVICES:

Date MCO notified: _____ Name of Contact: _____

Date ordering provider notified: _____ Name of MD notified: _____

Was CPS or APS notified? Yes No If yes, date notified? _____

Name of person who refused care for the patient and relationship to patient.

Name of staff person that member/caregiver refused. _____

- Date refused: _____

Provide detailed reason for caregiver/member refusal of service.

What interventions has the agency implemented to resolve refusal of services with the caregiver/member.

Printed name and title of person completing form _____

Signature _____ Date _____