

**To:** PerformCare Provider Network (MH Outpatient Clinics)  
**From:** Scott Daubert, VP Operations  
**Date:** June 15, 2013  
**Subject:** PC-07 MH Outpatient Treatment Plan and No Show

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## **Claims Payment and Clinical Policy Clarification**

### **Question/Issue:**

When is the first comprehensive treatment plan due in a Mental Health Outpatient clinic if there are no-shows by Member prior to completion?

### **Source Documentation / References:**

55 Pa. Code § 5200 Psychiatric Outpatient Clinics  
55 Pa. Code § 1153 Outpatient Psychiatric Services

### **PerformCare Answer/Response:**

The regulations state that an individual comprehensive treatment plan for every patient shall be reviewed and approved by a psychiatrist. The comprehensive treatment plan must be developed within 15 days of intake. The treatment plan must also be formulated with the involvement of the patient. PerformCare has concluded that if a Member is a 'no-show' for a scheduled appointment within the 15 days after an intake appointment, the provider needs to document this as the reason the initial comprehensive treatment plan was not completed in the allotted 15 days of intake. Efforts should be made to outreach to the Member to reschedule the appointment, and complete the comprehensive treatment plan as quickly as possible.

Cc: PerformCare Managers  
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Missy Reisinger, Tuscarora Managed Care Alliance, Franklin / Fulton Counties  
Scott Suhring, CABHC