

Reducing missed dental appointments

Missed appointments present challenges for practices trying to deliver high-value dental care. They create financial burdens for dental offices and take time away from other patients who need to be seen.

These best practices were compiled from dental offices who have low missed-appointment rates. You can use them to support your practice's efforts to reduce missed appointments.

- Have patients review and sign a written missed-appointment policy
 - This policy may include notice of dismissal after multiple missed appointments
 - As a reminder, a written 30-day member notification should be included
- Follow up with patients who miss appointments to identify and address barriers such as missing work, school or no transportation
- Verify if patients have transportation when scheduling appointments. If not, have them call the Member Services number on the back of their health plan ID card for help with free transportation to the appointment.
- Visit UHCdental.com/medicaid and download the **Member Missed Appointment fax form**
 - Use this form to report missed appointments to the health plan
 - The health plan contacts members directly and counsels them on the importance of keeping dental appointments
- Inform patients that missed appointments are reported to their health plan
- Use an automated patient reminder system
 - Ask patients, “What is your preferred method of contact?”
 - Offer multiple options including text messaging, email, automated phone calls for reminder communications
 - Inform patients that their appointment may be canceled if they do not confirm
- Enhance patient flow by scheduling patients as soon as possible when they call



Have questions about reducing missed appointments?

Call the UnitedHealthcare Community Plan Arizona clinical quality manager Early and Periodic Screening, Diagnostic and Treatment (EPSDT) at **952-251-6337**.

Thank you for helping to improve member care by following these tips.