



CABINET FOR HEALTH
AND FAMILY SERVICES

Commonwealth of Kentucky
KY Medicaid

KYHEALTHNET

Missed and Cancelled Member
Appointments Training Guide

Version 2.1

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Contents

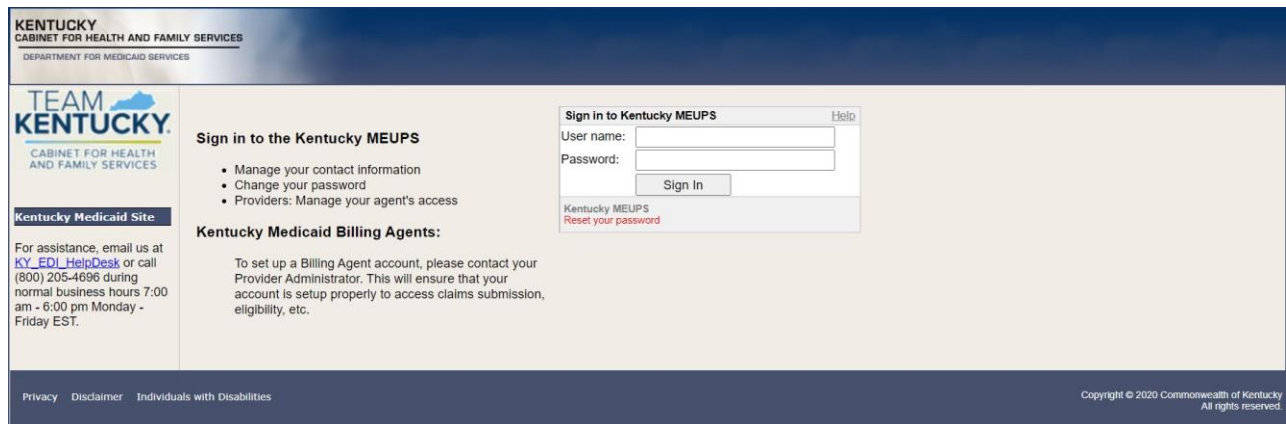
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Missed or Cancelled Appointments

Using KY Health Net to enter the KY Medicaid Member Missed and/or cancelled appointments follow the step by step user instruction in this training guide.

Start by logging into KY Medicaid KY Health Net <https://home.kymmis.com>

Enter the account username and password



The screenshot shows the login interface for the Kentucky MEUPS system. At the top, the header reads "KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES" and "DEPARTMENT FOR MEDICAID SERVICES". On the left, the "TEAM KENTUCKY" logo is displayed. The main content area is divided into three sections: a left sidebar with contact information for the Kentucky Medicaid Site, a central "Sign in to the Kentucky MEUPS" section with a list of user actions (Manage contact info, Change password, Manage agent access), and a right-hand login box. The login box contains fields for "User name:" and "Password:", a "Sign In" button, and a "Help" link. Below the login box, there is a link to "Reset your password". At the bottom of the page, a footer contains links for "Privacy", "Disclaimer", and "Individuals with Disabilities", along with a copyright notice for 2020.

KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Kentucky Medicaid Site

For assistance, email us at [KY_EDI_HelpDesk](#) or call (800) 205-4696 during normal business hours 7:00 am - 6:00 pm Monday - Friday EST.

Sign in to the Kentucky MEUPS

- Manage your contact information
- Change your password
- Providers: Manage your agent's access

Kentucky Medicaid Billing Agents:

To set up a Billing Agent account, please contact your Provider Administrator. This will ensure that your account is setup properly to access claims submission, eligibility, etc.

Sign in to Kentucky MEUPS [Help](#)

User name:

Password:

[Kentucky MEUPS](#)
[Reset your password](#)

Privacy Disclaimer Individuals with Disabilities

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- Next click on **KYHealthNet**
- Next find the **Missed Appointments** tab

KyHealth Choices Home

Thursday 25 February 2021 3:10 pm

Martha Edwards, Welcome to KyHealth Choices

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Authorization Request	Allows a user to request access to applications
DDI Workbook	This is the Project workbook (PWB).
ETS (Prod)	File Transfer System
ETS (UAT)	File Transfer Service
Help Desk	This is the Medicaid Enterprise User Provisioning System Help Desk application
InterChange Production	This is the interChange application
iTrace	The Gainwell Technologies tool for maintaining workbook data.
KYHealthNet	Eligibility Verification, Claims submission and inquiry, Presumptive Eligibility, RA Viewer.
OnBase	This is the OnBase application
Production CTMS	This is the dedicated CTMS application.

Messages

Date	Message
02/04/2021	Effective date of service February 1, 2021, prior authorization services for FFS members will be reinstated. The following services will not require an authorization:

- Next find the **Missed appointments** tab

Provider Home | Member | Claims | PA | **Missed Appointments** | Provider References | RA Viewer | Logout

Record Missed Appointments

Monday 22 February 2021 12:39 pm

Welcome to the Kentucky Medicaid Website. The Kentucky Department of Medicaid Services secure website is intended for providers, clerks, and billing agents.

[Click Here for Important Messages](#) (last updated June 17, 2019)

Provider

- Click on **Record Missed Appointments**

Enter the search criteria for missed or cancelled appointments

KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES
KY MEDICAL MANAGEMENT INFORMATION SYSTEM (KYMED)

Provider Home | Member | Claims | PA | Missed Appointments | Provider References | RA Viewer | Logout

Monday 22 February 2021 12:43 pm

Record Missed Appointment

Provider: [Dropdown] [Switch Provider]

Member ID: [Text Field] (Leave blank for ALL members)

Date Range: MONTH: [ALL] YEAR: [2021]

[Search]

Member: KY Medicaid Member ID or leave blank if searching for a list of all members that have missed or cancelled appointment in the date range selected.

- Manual entry field.
- Field validates Member ID.
- User can enter one Member ID and the system will return all Missed/Cancelled appointment associated to the Member.
- User can leave the field blank to pull Missed/Cancelled appointments for all Members associated to the selected Provider.

If there are no associated Members, the system will display error message: **There are no missed appointments for the selected criteria.**

Month: options are **All** or by Month using the dropdown box to select the Month to search

- Month: the dropdown box options are All (default option) or each month

Year: select the year of the missed appointment for the search criteria

- Year dropdown option is 2021 (the current year will be the default option)
- Future years will be added when applicable

Search: click on Search to display the missed or cancelled appointments

- If the user selects the **Search** button the system will return all valid results

Once a Member segment is added a member list is created, which is default display when accessing the Missed Appointment option.

To Add a missed or cancelled appointment

KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES
KY MEDICAL MANAGEMENT INFORMATION SYSTEM (KYMIS)

Provider Home | Member | Claims | PA | Missed Appointments | Provider References | RA Viewer | Logout

Record Missed Appointment

Monday 22 February 2021 12:43 pm

Provider:

Member ID: (Leave blank for ALL members)

Date Range: MONTH: YEAR:

Add Missed Appointment

Member ID*: BUFFY STUCKEY

Reason*: ☒ MISSED ☐ CANCELLED Reason Code*:

Appointment Date*: Appointment Time*: ☒ AM ☐ PM

Explanation*:

There are no missed appointments for the selected criteria

Enter the following information

Member: KY Medicaid member (required field, the system validates)

Error Message: **Member ID Required**

Reason: The research will return the member missed or cancelled an appointment

- Field is automatically defaulted to 'Missed' option
- Missed or Cancelled Radio Buttons

Reason Code: select the reason code from the dropdown list that appropriate.

Dropdown box with the following options

- Child Care Issue
- Transportation Issue
- Financial Issue
- Insurance Issue
- Forgot About Appointment
- Unknown
- Other-Please Provide Explanation Below -requires an explanation in the free form text field.

Error Message: Reason Code Required

Appointment Date: Enter the date of the missed appointment

- Field is required
- Using manual entry, MM/DD/YYYY or
- Select the calendar icon to auto-populated a date.
- If 'Missed' is selected from the reason field, the date range selection is previous date to current date. User cannot select a future date.
- If 'Cancelled' is selected from the reason field, the date range selection is open. User can use previous, current or future date.

Error Message: **Appointment Date Required**

Appointment Time *: Enter the missed or cancelled appointment time, then select Am or PM

- Field is required
- Manual entry, user must use HH:MM format
 - AM: Radio Button (default option)- Field is not validated. User must manually select option.
 - PM: Radio Button: Field is not validated. User must manually select option

Error Message: **Appointment Time Required**

Explanation*: Enter an explanation

- Open Text field
- 200 character maximum
- Field is only required if 'Other-Please Provider Explanation Below' is the selected reason code.

Error Message: **Explanation Required When 'Other' Reason Code Is Chosen.**

Add: Click the Add button allows the system to update the record.

Comment: If no missed or cancelled appointments for the search timeframe, the comment of **'There are no missed appointments for the selected criteria'** will return.

General Search Results

Missed and Cancelled **Edit** functionality

- To start an Edit, enter the date range as All and the Year option
- If the user selects the 'Edit' hyperlink the record will highlight in yellow and the original appointment screen will display and allow the user to make updates.
 - Update: If the user selects the 'Update' button the system will save and display the change.
 - Cancel: If user selects 'Cancel' no updates will be saved.

Member ID: (Leave blank for ALL members)

Date Range: MONTH: YEAR:

- Results will return all missed and cancelled appointment during the year selected
- To Edit a segment, click on the Edit button

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
8572928103	PIERCE, STEVIE	03/11/2021	11:00 AM	CANCELLED/Unforeseen Issue		Edit Delete
8572710403	BALLING, ILDA	03/10/2021	10:00 AM	CANCELLED/Financial Issue		Edit Delete
8572710403	BALLING, ILDA	03/04/2021	9:00 AM	CANCELLED/Financial Issue		Edit Delete
7503303488	JONES, LONG	02/23/2021	10:00 AM	MISSED/Child Care Issue	Test	Edit Delete

- The segment will refresh with a yellow high light to indicate the segment to edit.

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:00 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other		Edit Delete
7570165708	LUTER, VERTIE	02/10/2021	12:00 PM	MISSED/Unknown		Edit Delete

- Enter the updated information as applicable.
- Click on the Update button

Record Missed Appointment

Monday 22 February 2021 1:56 pm

Provider

Switch Provider

Member ID:

(Leave blank for ALL members)

Date Range: MONTH:

ALL

YEAR:

2021

Search

Missed Appointments

Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:00 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other		Edit Delete
7570165708	LUTER, VERTIE	02/10/2021	12:00 PM	MISSED/Unknown		Edit Delete

Update Missed Appointment

Member ID*: 7570165708

Reason*: ☒ MISSED ☐ CANCELLED

Reason Code*: Other - Please Provide Explanation Below... ▾

Appointment Date*: 02/15/2021

Appointment Time*: 8:15 ☒ AM ☐ PM

Explanation:

Never heard from the member regarding their appointment on the 15th on Feb. Still have not heard from member. - ABC 2/22 1:56PM

Update

Cancel

- The Edit reflects the updates made
- The segment can be edited or deleted if applicable

Record Missed Appointment
Monday 22 February 2021 1:56 pm

Provider:

Member ID: (Leave blank for ALL members)
Date Range: MONTH: YEAR:

Missed Appointments

Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:00 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other	Never heard from the member regarding their appointment on the 15th on Feb. Still have not heard from member. - ABC 2/22 1:56PM	Edit Delete
7570165708	LUTER, VERTIE	02/10/2021	12:00 PM	MISSED/Unknown		Edit Delete

Add Missed Appointment

Member ID*:

Reason*: ☒ MISSED ☐ CANCELLED
Reason Code*:

Appointment Date*:
Appointment Time*: ☒ AM ☐ PM

Explanation:

The same process applies to edit a missed and cancelled appointment.

Missed and Cancelled **Delete** functionality

- To Delete, enter the date range as All and the Year option
- If the user selects the 'Delete' hyperlink is selected a message will display
- If the user selects OK, the record will be deleted.
 - Select the member segment to delete
 - Click on **Delete**

Provider Home | Member | Claims | PA | Missed Appointments | Provider References | RA Viewer | Logout

Record Missed Appointment

Monday 22 February 2021 2:57 pm

Provider:

Member ID: (Leave blank for ALL members)

Date Range: MONTH: YEAR:

Missed Appointments

Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:45 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other	Never heard from the member regarding their appointment on the 15th on Feb. Still have not heard from member. - ABC 2/22 1:56PM	Edit Delete
7570165708	LUTER, VERTIE	02/10/2021	12:00 PM	MISSED/Unknown		Edit Delete

Add Missed Appointment

Member ID*:

Reason*: ☒ MISSED ☐ CANCELLED Reason Code*:

Appointment Date*: Appointment Time*: ☒ AM ☐ PM

Explanation:

Missed Appointments

Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:45 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other	Never heard from the member regarding their appointment on the 15th on Feb. Still have not heard from member. - ABC 2/22 1:56PM	Edit Delete
7570165708	LUTER, VERTIE	02/10/2021	12:00 PM	MISSED/Unknown		Edit Delete

Message from webpage

Click OK to confirm deletion of appointment for member LUTER, VERTIE (7570165708) on 02/10/2021 at 12:00 PM, otherwise click Cancel

OK Cancel

- Click **OK** to remove the deleted segment

Missed Appointments

Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/22/2021	2:45 PM	CANCELLED/Insurance Issue		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/15/2021	8:15 AM	MISSED/Other	Never heard from the member regarding their appointment on the 15th on Feb. Still have not heard from member. - ABC 2/22 1:56PM	Edit Delete

- The member segment is deleted.

The same process applies to delete a missed and cancelled appointment

Record Display

The system will display 5 records per screen, if there are more than 5 records and additional page is created systemically. Additional pages will appear in the lower right-hand side of the screen.

	Appt Date	Appt Time	Reason/Code	Explanation	Delete
IVIE	03/11/2021	11:00 AM	CANCELLED/Unforeseen Issue		Edit Delete
LDA	03/10/2021	10:00 AM	CANCELLED/Financial Issue		Edit Delete
LDA	03/04/2021	9:00 AM	CANCELLED/Financial Issue		Edit Delete
G	02/23/2021	10:00 AM	MISSED/Child Care Issue	Test	Edit Delete
IVIE	02/17/2021	3:00 PM	MISSED/Unforeseen Issue	Test	Edit Delete

1 2

Descending and Ascending order

Each column has the option to select a Descending or Ascending order

Member ID Descending

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/19/2021	4:15 PM	CANCELLED/Unknown		Edit Delete
7572640718	OREN, BRUNILDA	01/31/2021	11:30 AM	MISSED/Other	Member didn't say why.	Edit Delete
7572640718	OREN, BRUNILDA	01/25/2021	9:00 AM	MISSED/Other	Member said they didn't have a ride, but then they got a ride and their rides car broke down and the tow driver took a while to get there and then when they got there they didn't have enough money to	Edit Delete
7572640718	OREN, BRUNILDA	01/21/2021	5:00 PM	CANCELLED/Forgot About Appointment		Edit Delete
7570165708	LUTER, VERTIE	02/02/2021	1:00 PM	MISSED/Unknown		Edit Delete

1 2

The Explanation column is free form text field with no descending or ascending order function, the same with Appt time.

Member Name Ascending

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7507272388	CHERY, DARON	01/17/2021	9:00 AM	MISSED/Transportation Issue	Car broke down.	Edit Delete
7570165708	LUTER, VERTIE	02/02/2021	1:00 PM	MISSED/Unknown		Edit Delete
7570165708	LUTER, VERTIE	02/01/2021	2:00 AM	MISSED/Child Care Issue		Edit Delete
7572640718	OREN, BRUNILDA	02/19/2021	4:15 PM	CANCELLED/Unknown		Edit Delete

Member Appt Date Ascending

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7507272388	CHERY, DARON	01/17/2021	9:00 AM	MISSED/Transportation Issue	Car broke down.	Edit Delete
7572640718	OREN, BRUNILDA	01/21/2021	5:00 PM	CANCELLED/Forgot About Appointment		Edit Delete
7572640718	OREN, BRUNILDA	01/25/2021	9:00 AM	MISSED/Other	Member said they didn't have a ride, but then they got a ride and their rides car broke down and the tow driver took a while to get there and then when they got there they didn't have enough money to	Edit Delete
7572640718	OREN, BRUNILDA	01/31/2021	11:30 AM	MISSED/Other	Member didn't say why.	Edit Delete
7570165708	LUTER, VERTIE	02/01/2021	2:00 AM	MISSED/Child Care Issue		Edit Delete

Member Reason/Code Ascending

Missed Appointments						
Member ID	Name	Appt Date	Appt Time	Reason/Code	Explanation	Delete
7572640718	OREN, BRUNILDA	02/19/2021	4:15 PM	CANCELLED/Unknown		Edit Delete
7572640718	OREN, BRUNILDA	01/21/2021	5:00 PM	CANCELLED/Forgot About Appointment		Edit Delete
7519472128	STUCKEY, BUFFY	02/22/2021	9:00 AM	MISSED/Other	Member did not call or show up for their appointment this morning.	Edit Delete
7570165708	LUTER, VERTIE	02/02/2021	1:00 PM	MISSED/Unknown		Edit Delete
7570165708	LUTER, VERTIE	02/01/2021	2:00 AM	MISSED/Child Care Issue		Edit Delete