

Important reminder for home health agencies: Cancelled and rescheduled visits

This communication applies to the long-term care program for Simply Healthcare Plans, Inc. (Simply).

To avoid no-shows, home health agencies are required to notify members and replace the home health aide/nurse if the originally scheduled staff can no longer make the visit. However, there may be instances where agencies are unable to contact the member in time or find a replacement when the staff cancels at the last minute or after the fact.

Member notification is required whenever agency staff cannot work on a day they were scheduled, and there is no replacement to render services. It is critical that the member be contacted as soon as possible in order to reschedule the visit.

To avoid inaccurate data sent to Simply, remember to:

- Update the schedule in NetSmart* to reflect the rescheduled visit.
- Deactivate the member and cancel all visits for members who are no longer receiving services. This will ensure that the member does not show up in the *Missed Visit Report*.
- Accurately clock in and out.
- Report any missed scheduled services or rescheduling of a scheduled service to our members and our case managers upon notification.



Email is the quickest and most direct way to receive important information from Simply Healthcare Plans, Inc.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3Cm6b8s>).



* NetSmart Technologies is an independent company providing management processing services on behalf of Simply Healthcare Plans, Inc.