



STATE OF MARYLAND

**DHMH**Office of Health Services  
Medical Care ProgramsMaryland Department of Health and Mental Hygiene  
201 W. Preston Street • Baltimore, Maryland 21201

Robert L. Ehrlich, Jr., Governor – Michael S. Steele, Lt. Governor – Nelson J. Sabatini, Secretary

**MARYLAND MEDICAL ASSISTANCE PROGRAM**  
**Managed Care Organization Transmittal No. 52**  
**Physicians Transmittal No. 126**  
**Dental Transmittal No. 36**

**April 14, 2004**

**TO:** Managed Care Organizations  
Physicians  
Dentists

*Susan J. Tucker*

**FROM:** Susan Tucker, Executive Director  
Office of Health Services

**NOTE:** Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal.

**RE:** Billing Medicaid Recipients for Missed Appointments

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This transmittal is to inform you that current federal policy prohibits providers from billing Medicaid recipients for any missed appointments. The Centers for Medicare and Medicaid Services (CMS) has recently confirmed this policy to the Department.

Providers may have received verbal or written guidance from the Department or a Medicaid provider, such as a Managed Care Organization, that recipients could be billed for missed appointments, if they are informed of the policy prior to receiving any services. This is no longer the case and any providers who are currently billing for missed appointments must stop immediately. If there is a change in policy at the federal level, the Department will notify providers in another transmittal.

Questions regarding this transmittal should be directed as follows:

- Managed Care Organizations and their contracted providers and dentists contact the Division of HealthChoice Management and Quality Assurance at 410-767-1482.

- Medicaid fee-for-service physicians contact the Division of Hospital & Physician Services at 410-767-1722.

- Medicaid fee-for-service dentists contact the Medicaid Oral Health Program at 410-767-1485.

