
HOUSE CONCURRENT RESOLUTION

REQUESTING THE CENTERS FOR MEDICARE & MEDICAID SERVICES TO
ESTABLISH CRITERIA AND PENALTIES FOR MEDICAID PATIENTS WHO
DO NOT ATTEND THEIR MEDICAL AND OTHER HEALTH CARE-RELATED
APPOINTMENTS AS SCHEDULED.

1 WHEREAS, according to the Center for Studying Health System
2 Change, a health policy research and analysis nonpartisan
3 organization, many low-income persons, especially those enrolled
4 in Medicaid or who have no insurance, have difficulty finding
5 physicians who are willing to accept them as patients; and
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7 WHEREAS, low Medicaid reimbursement rates to physicians,
8 constraints on payments from managed care and other sources, and
9 continued economic disincentives to serve low-income patients
10 are cited as reasons for the low acceptance of Medicaid patients
11 by physicians; and
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13 WHEREAS, missed appointments by Medicaid patients also
14 contribute to the reluctance of physicians to accept these
15 patients and increases the costs of medical care; and
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17 WHEREAS, missed appointments also affect patients' health
18 and health outcomes, making them prone to further deterioration
19 and resulting in their receipt of less than the recommended
20 level of care; and
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22 WHEREAS, "no-show" patients also add to an inefficient
23 health care system by increasing wait times and operational
24 costs for all patients; and
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26 WHEREAS, a number of factors should be considered in
27 developing strategies to decrease the number of appointments
28 missed by Medicaid patients, including:



- 1 (1) Patient factors, such as memory, cognitive, or
- 2 mobility problems; substance misuse; personality
- 3 disorders; and diagnosis;
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- 5 (2) Environmental and demographic factors, such as age,
- 6 homelessness, and transportation to and from the
- 7 health care facility;
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- 9 (3) Clinician factors, such as patient-clinician rapport
- 10 and communication; and
- 11
- 12 (4) Scheduling factors, such as appointment day and time,
- 13 follow-up appointment intervals, and appointment
- 14 reminders; and
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16 WHEREAS, one strategy to decrease Medicaid patient no-shows
 17 is to impose penalties on these patients when they fail to show
 18 up for their scheduled appointments; now, therefore,

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 20 BE IT RESOLVED by the House of Representatives of the
 21 Twenty-sixth Legislature of the State of Hawaii, Regular Session
 22 of 2012, the Senate concurring, that the Centers for Medicare &
 23 Medicaid Services is requested to establish criteria and
 24 penalties for Medicaid patients who do not attend their medical
 25 and other health care-related appointments as scheduled; and
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27 BE IT FURTHER RESOLVED that certified copies of this
 28 Concurrent Resolution be transmitted to the Administrator of the
 29 Centers for Medicare & Medicaid Services, the Director of Human
 30 Services, and the Director of Health.

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