



# CITY OF MONTGOMERY

## PRIMARY CARE & WELLNESS CENTERS “NO SHOW” POLICY

**Purpose:** To establish a City of Montgomery Policy pertaining to employees and their dependents who are “No Shows” for appointments at the City’s Primary Care and Wellness Centers.

**Definition of a “No Show”:** Any employee, or dependent of that employee, who fails to attend a scheduled appointment or is more than 10 minutes late for an appointment will be charged for a “No Show”. (If the employee or dependent is more than 10 minutes late for a scheduled appointment they will be turned away and will be considered a “No Show”).

**Policy:** Effective October 1, 2014, the “No Show” policy will be implemented. The Centers will provide a monthly report to Risk Management of employees and dependents who were a “no show” for that month. When Risk Management receives a notice of a “no show” for a scheduled appointment, the employee will receive a warning letter. The next “no show” that occurs and any subsequent “no show” will result in \$25.00 being deducted from the employee’s paycheck. All employees will be required to sign an Affidavit of having received the “No Show” Policy. The affidavit must be completed and returned to the Risk Management Department to the attention of Sherri Timberlake. Employees will be given thirty days to return the affidavit.

**Note:** You must provide the City’s Primary Care and Wellness Centers a copy of your Blue Cross Blue Shield card at the time of appointment.