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Portofino Pediatrics Dismissal Policy

- Persistent failure to keep scheduled appointments or adhere to agreed-upon treatment plans, preventive care visits, and HEDIS guidelines
- Repeated failure to pay reasonable medical bills
- Ongoing rude, disruptive, or unreasonably demanding behavior
- Habitual noncompliance with follow up appointments, no shows to scheduled appointments, overutilization and misuse of the ER or UCC
- Falsifying or providing misleading medical history, or false, unqualified information about the office
- Seductive behavior toward physician or staff
- Sentinel incident (e.g., verbal threat, violence, criminal activity)
- Discriminatory comments or behavior due to race, creed, color, national origin, disabling condition, disability or gender identity in accordance with the federal anti-discrimination laws
- Refusal to comply with the Vaccine Schedule of ACIP recommended by CDC, AAP, NIH, WHO,

Florida Medicaid Provider General Handbook, which does not state Medicaid providers are prohibited from discharging patients.

Florida Policies are located on the Agency's website at

<http://ahca.myflorida.com/medicaid/review/general.shtml>.

Click on the PDF link next to "59G-5.020 Provider Requirements."

Page 2-57 of Provider Rights and Responsibilities states the following:

Right to Refuse Services –

A provider is not required to provide services to every recipient who requests services.

A provider can limit the number of Medicaid recipients that the provider's facility or practice serves, and accept or reject recipients according to the policies of the facility or practice, except for the reasons described below:

-A hospital cannot refuse to provide emergency services;

-A provider cannot deny services to a recipient solely due to race, creed, color, national origin, disabling condition, or disability in accordance with the federal anti-discrimination laws; and

-A provider cannot deny services to a recipient due solely to the presence of third party insurance coverage or the recipient's inability to pay a Medicaid copayment.

Portofino Pediatrics would make an exception if it happens for some unforeseen reason, we are the only pediatricians in the area and there is limited access to other primary care providers, and our dismissal of a patient could leave children without adequate health care. In such circumstances, we would continue to provide care.