



## Cancellation Policy

### CANCELLATIONS (COMMERCIAL INSURANCE/SELF PAY)

**Missed or canceled appointments will be charged at the full fee per session. *This fee is not billable to insurance companies.***

You will be granted 1 (one) courtesy canceled appointment with a 24 hour notice, per 3 months at no charge. This occurs on a quarterly basis with the following schedule: January/February/March, April/May/June, July/August/September, and October/November/December. These cannot be carried over from one quarter to the next. There will be no special consideration for vacations, summer camps, etc. These courtesy “missed” appointments are to account for unforeseen events and illnesses. Any further missed appointments REGARDLESS of reason will result in the full fee. Please manage your calendar around your committed therapy sessions. **If a session is missed or canceled without a 24 hour notice, you will be charged the full rate.**

If you would like your fee to be waived, you must reschedule an appointment that is prior to your next regularly scheduled appointment. If you are on our schedule more than 1 time per week we will allow you to make up your appointment over a 2-week period. Rescheduled appointments are only available if we have a slot open. We do NOT guarantee to have make-up slots as openings are dependent on our current caseload. If we do not have an available slot or you choose NOT to reschedule, you will be charged the full fee.

This policy will be strictly enforced, and you will be billed for the missed/canceled appointment.

## **CANCELLATIONS (MEDICAID CLIENTS)**

Missed or canceled appointments will result in dismissal or placement back on the waiting list. *We can NOT bill your insurance for missed appointments.*

You will be granted 1 (one) courtesy missed appointment per 3 months with no penalty. This occurs on a quarterly basis with the following schedule: January/February/March, April/May/June, July/August/September, and October/November/December. These cannot be carried over from one quarter to the next. There will be no special consideration for vacations, summer camps, etc. These courtesy “missed” appointments are to account for unforeseen events and illnesses.

As part of our contract with Medicaid, we can NOT bill you for missed appointments. Therefore, any missed appointments that are not made up or that cannot be made up will result in placement back on our waiting list. Due to our high waitlist numbers, we cannot make any exceptions to this policy.

If you would like your absence to be waived, you must reschedule an appointment that is prior to your next regularly scheduled appointment. Rescheduled appointments are only available if we have a slot open. If we do not have an available slot or you choose NOT to reschedule, the absence will count toward your 1 missed appointment per quarter. If you have already used this courtesy “missed” appointment you will be placed on our waitlist. PLEASE USE YOUR “FREEBIE” IN EMERGENCY SITUATIONS ONLY TO PREVENT LOSING YOUR SPOT.

This policy will be strictly enforced.

## **LATE POLICY - SELF PAY**

If a client is LATE for a session, the client will lose some of their session time but be charged the full fee.

## **LATE POLICY - COMMERCIAL INSURANCE / MEDICAID CLIENTS**

Medicaid Clients will be granted 3 (three) chances to arrive to a session late, per year. It is imperative that clients reschedule in advance as appointment times are held and reserved exclusively for that client.

## **CANCELLATION POLICY EXCEPTIONS**

You will not be charged in the following situations:

- Canceled appointment due to Attachment and Trauma Therapy dba Fox Child and Family Therapy's fault (i.e., sick therapist, training that requires us to close clinic, etc.).
- Canceled appointment due to inclement weather: Attachment and Trauma Therapy dba Fox Child and Family Therapy will determine clinic closing based on safety of travel. All clients will be notified if your appointment is canceled for that day.
- Canceled appointment due to an Attachment and Trauma Therapy dba Fox Child and Family Therapy recognized Holiday: hours/days will be posted.

How to Handle Late Cancellations/NO SHOWS in Therapy Appointment:

[No Show/Late Cancellation Documentation Policy for Therapy Appointment](#)