



B1.009A

ATTENTION ALL PATIENTS CANCELLATION / NO SHOW FEE POLICY

You play an integral role in the success of your treatment. Your therapist will establish an individual treatment plan for you, including recommendations for frequency and number of treatment sessions per week. Your dedication to attending the recommended number of treatments is vital to ensure progress with your therapy program.

This policy only applies to initial evaluations, but we expect you to keep all of your appointments. However, we understand there may be circumstances in which you may need to cancel or reschedule an appointment.

**IF YOU ARE UNABLE TO KEEP YOUR SCHEDULED EVALUATION,
PLEASE CONTACT US TO CANCEL OR RESCHEDULE AT LEAST ONE
DAY PRIOR TO THE APPOINTMENT.**

- **EVALUATIONS CANCELLED ON THE DAY OF THE APPOINTMENT WILL RESULT IN A \$40.00 CANCELLATION FEE CHARGED TO THE PATIENT.**
If the evaluation is immediately rescheduled to a later date, the \$40 payment will be applied to the patient deductible, copay, or co-insurance. Not applicable if the evaluation visit is rescheduled multiple times. If insurance pays 100% with no patient responsibility, the \$40 fee can be refunded to the patient upon completion of treatment and after insurance has processed and paid all claims.
- **EVALUATIONS RESCHEDULED ON THE DAY OF THE APPOINTMENT WILL RESULT IN A \$40.00 CANCELLATION FEE CHARGED TO THE PATIENT.**
- **EVALUATIONS MISSED WITHOUT ANY NOTIFICATION WILL RESULT IN A \$40.00 NO SHOW FEE CHARGED TO THE PATIENT.**
- **CANCELLATION / NO SHOW FEES WILL AUTOMATICALLY BE APPLIED TO THE CREDIT CARD ON FILE**
- **CANCELLATION / NO SHOW FEES MAY BE WAIVED IN THE EVENT OF INCLEMENT WEATHER THAT INCLUDES ICE OR SNOW**
- **CANCELLATION / NO SHOW FEES ARE SUBJECT TO FEDERAL GUIDELINES AND INSURANCE CONTRACTS**