



## Cancellation Policies and Procedures

### Policy

We will maintain guidelines around the cancellation of therapy appointments to promote healthy boundaries with clients as well as be fair to compensation and the time of therapists. These guidelines include notification of canceling or rescheduling an appointment 48 hours before the appointment by both the client and/or the therapist. **We will allow exceptions based on extreme weather and if the client is incapacitated or someone in their immediate care is incapacitated.** Virtual sessions are always an option if the therapist or client is experiencing an illness and needs to be contact free.

### 2026 Fees

#### Therapy Services

\$50 for under 48 hours notice

\$100 for under 24 hours notice

#### Biofeedback Services

\$30 for under 48 hours notice

\$60 for under 24 hours notice

#### Intensive Sessions

\$250 for same day

\$150 for under 24-hours

\$75 for under 48-hours

### Commercial Insurance and Self-Pay Client Cancellations

Our fee for canceling without 48-hour notice is broken up based on service. **This fee allows therapists to be paid for their time.** If the time slot is filled with another appointment, the client is not charged and is refunded any fee. If we are not able to fill the appointment time, you will still be charged the cancellation fee.

After 2 consecutive Late Cancellations or No Shows, the client's recurring sessions will be canceled and they will only be allowed to schedule a single appointment at a time until regular attendance is reestablished. After 3 consecutive Late Cancellations or No Shows, the client will be made inactive and cannot schedule another session without their therapist's approval. Clients may not schedule until their cancellation fees have been paid.

Our goal is to not have to charge anybody a fee, but instead encourage clients to keep their regularly scheduled appointments. If you find that your life does not allow ongoing sessions or you have low

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engagement during sessions, your therapist may discuss suspending services and starting at another time.

### Medicaid, Hoosier Health Wise, Healthy Indiana Plan, and Hoosier Care Connect Cancellation Policy

Medicaid, HIP, HHW, and HCC covered services cannot have additional non-insurance fees applied for cancellations unless the client has lost benefits and completes a financial agreement to continue services under our self-pay Medicaid financial agreement.

To support attendance to sessions and to properly compensate therapists for their time, we still require 48 hours notice for cancelling a session. **Exceptions based on extreme weather and if the client is incapacitated or someone in their immediate care is incapacitated won't be counted against the client if it is reported same-day to our office.**

Actions regarding Late Cancellations or No Shows:

- 1.) If you cancel in under 48 hours the first time, your account will have a warning memo added.
- 2.) If you cancel in under 48 hours a second time, recurring appointments will be cancelled, and you will only be allowed to schedule one session at a time.
- 3.) For 3 instances of cancelling under 48 hours, we will make your account inactive and will not schedule future appointments.

### Weather Clause

If extreme weather permits travel, please switch to virtual sessions. If you are unable to do a virtual session, (for example, you have a Neurofeedback session scheduled) you can cancel without a fee. Extreme weather includes:

- Tornado Watch or Warning
- Winter Storms (unless roads have been cleared)
- Thunderstorm Warning



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### Wifi and Communication App Guidelines

Teletherapy sessions disrupted by wifi outages can be continued via Phone call.

HIPAA privacy rules state that phone calls using non-public facing apps or carriers are considered private.

A non-public facing app is an app that is password protected and directed to a recipient (for example, a Phone Call, WhatsApp, Google Voice, Facebook Messenger, etc. An example of a public facing app would be TikTok, Facebook, Social media, anywhere where the message is not privately directed to a specific person with a password locked account.)

### Client Accountability

If there are clients who have a history of late cancellations or moving their appointment due to Clinical Avoidance, the therapist will need to write a contract with the client to keep them accountable for treatment. This contract can state that the client WILL be charged in the case of missing an appointment, even if their spot is filled by another client.

This would only be necessary in cases where it is CLINICALLY NECESSARY and agreed upon by both the provider and the client.

## Procedures

### Clients Canceling or Scheduling

- We will charge the Cancellation Fee if clients miss without 48 hour notice.  
Exceptions are the following:
  - Incapacitation or someone they care for is incapacitated (offer teletherapy if they are concerned about health)
  - Death of an immediate family member/close friend
  - Extreme Weather dictated above
- When a client informs us of their need to cancel we will remind them that we have a cancellation policy. Make a note of the reason for cancellation and run the charge. Inform the therapist of the cancellation and attempt to fill the opening if possible. There will be a charge put through immediately after the client No Shows or Late Cancels unless the therapist makes a notation on the checkout not to charge. Fees should be refunded if the time spot is able to be filled by another client. Therapists



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must follow guidelines established or run by the Practice Owner. They may be informed that they can talk to the owner if it seems exceptional or outside the scope of the policy.

- No Show fees must be paid before the next session. Clients must have some agreement to pay the fee in part or whole to have the next session. Front Office Staff will document if there is an unpaid fee in the alert section. Therapists are responsible for addressing client's needs if they can't return for a future session due to a fee or encourage the client to set up a payment plan.
- Any arrangements with the client and the Front Office or Therapist needs to be listed in the MEMO section of their TA chart.
- Clients that have 2 consecutive No Shows are not allowed to keep future appointments. They need to be canceled by the therapist or front office. They can be re-established if the client keeps future appointments after 2-3 times unless the therapist deems it necessary to limit. Please make a note in the MEMO section of TA if we are limiting a client on how many appointments they can set.
- For those who don't have a card on file (or one that is declined), they will receive an invoice. For clients with an unpaid fee older than 30 days they will be made INACTIVE and an alert will be placed on their account.

### **Therapist Guidelines for Canceling or Altering their Schedules**

- Therapists are to notify Julie and Front Office Staff of cancellations and assist in the notification of the cancellations if at all possible.
- Therapists may move 2-3 appointments with 24 hour notice to the client without needing to inform Julie.
- Therapists canceling appointments more than  $\frac{1}{2}$  day for appointments or vacation must submit in writing to Julie and Office Manager one week in advance (unless emergency or critical need).

### **Documenting the No Show or No Charge**

- Cancellations (by the therapist or client) WITH a 48 hour notice get canceled off TA and we don't need to make a note or entry in TA. Front staff, please add a note on the cancellation page in TA to show the reason if the client shares relevant information on why they're missing if it's significant (death in family, accident, illness, emotional struggle, etc).
- Cancellations within 48 hours by therapists stay on their TA calendar and are entered as a NoChg CPT code. Therapists will need to enter a short note in the client's file to close the appointment. ("Therapist canceled session due to family emergency, illness, etc.")



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- Cancellations by clients WITHOUT 48 hour's notice are canceled with a Late Cancel Charge. Please list the reason the client has canceled if they've informed you. If the fee is waived for any reason, assign the Late Cancel charge but do not charge the card on file. Have the practice manager zero out the balance so it's recorded that we have waived a Cancellation fee.
- Therapists are encouraged to call or email their clients when they don't attend their sessions and remind them of charges so that the appropriate expectations can be set.

For office staff:

For information on how to cancel clients in Therapy Appointments, see the "Scheduling" section of [Therapy Appointments Policies and Procedures](#).