



## **\*\*CANCELLATION POLICY\*\***

**Effective October 1st, 2022**

Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is canceled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the waiting list, or a client with a clinical emergency.

For these reasons, we kindly ask for *at least* 24-hour cancellation notice by phone, directly to your therapist extension. If you cancel or no show after the 24-hour period, no matter what the reason is for cancellation, you **will** be charged a missed flat rate fee of **\$100.00**, regardless of what you currently pay per session. The missed fee is your responsibility and cannot be billed to your insurance company.

### **You can avoid a cancellation/missed session fee by:**

- Have a Telehealth session instead - this is where a counselor provides psychological counseling and support over video conferencing or a telephone call. This is especially beneficial during inclement weather, transportation issues, sick kids, etc. This is **not** our preferred method of therapy, however within good reason, can be approved by a supervisor. Remember to keep in mind the state that your therapist is licensed in, as they are not *all* licensed to provide therapy in states other than Missouri. Please note: Internet, a computer or mobile device, an integrated or external microphone and camera are required for video conferencing.
-