**No Show***&***Cancellation Policy**

There is a charge of $25 for no shows or sessions cancelled within 24 hours irrespective of the reason for the absence.  Insurance will not pay this fee. Each calendar year you are allowed one non-charged “pass” for a no show or cancellation made with less than 24 hours’ notice. Our billing department will charge you for the $25 no show/late cancellation fee after the first non-charged “pass.” **This fee does not apply to patients using Medicaid or TWVACCN.**

A scheduled appointment is considered a “No Show” if you arrive 15 or more minutes late for a therapy appointment. It is at the discretion of your clinician whether they will still be able to meet with you.

\*New patients with a scheduled first-time appointment who cancel with less than 48 hours notice or no show twice will not in most cases be able to reschedule a third time.  Established patients who cancel three times within 24 hours of your appointment time or no show may not in most cases be able to reschedule any appointment. Five no shows or late cancellations within a calendar year, you will be referred back to your Primary Care Provider.

We allow cancellations by voicemail, text message, email, as all are timestamped.