Cancellation & Missed Appointment Policy

Late cancellation, no show and late arrival: what to expect and what it costs

Fixed amounts · same for every client · explained at intake · client gets a copy

Practice

Practice name _____ Clinician and license _____ Phone or portal _____

1. Notice and how to cancel

Cancel at least (hours) before _____ Monday or holiday sessions: by _____ Time zone _____

Counts: ☐ Client portal ☐ Phone or voicemail ☐ Text to practice number

☐ Secure message ☐ Other: _____

2. Fees and how they are charged

Late cancellation fee ($) _____ No show fee ($) _____ Late arrival counts as no show after (min) _____

Charged when _____ Receipt or advance message sent by _____

☐ Card on file (separate authorization) ☐ Invoice by email or portal ☐ Added to next session

3. Exceptions · telehealth switch · repeated missed sessions

☐ Emergency ☐ Sudden illness ☐ Unsafe travel or weather

☐ First one each year waived ☐ Clinician judgment ☐ Switch to video if possible

Video switch conditions (consent on file, location, privacy) _____

Review after (number) missed _____ within (days) _____ What happens at the review _____

Other terms (minors and who pays, couples, sliding scale, who may cancel) _____

Please read before signing

Insurance: Insurance does not pay for missed sessions. Missed appointment fees are charged to me, are never billed to my plan, and do not appear on a superbill.

Medicare: This policy and these amounts apply equally to every client, including clients with Medicare.

Medicaid: If I have Medicaid coverage, I will not be charged missed appointment fees.

Plan contracts: If the practice is in network with my plan, any limits in that contract on missed appointment fees apply.

Fairness: I am never charged for a session the practice cancels. Before any step on an unpaid fee, the practice will contact me and give me a chance to pay.

I have read this policy, had my questions answered and agree to it. I have been offered a copy.

Client name and signature _____ Date _____

Responsible party if different (parent, guardian) _____ Relationship _____

Clinician name, credentials and signature _____ Date _____

Office use: policy version _____ copy given ☐ card authorization on file ☐

Template to adapt. Not legal or billing advice. Check payer contracts and state rules before use.

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Cancellation & Missed Appointment Policy

Late cancellation, no show and late arrival: what to expect and what it costs

FILLED EXAMPLE · fictional practice, clinician and client; placeholder details

Practice

Practice name: Willow Bend Counseling (fictional)

Clinician and license: R. Okafor, LPC, LPC-00000 (ex.)

Phone or portal: (000) 000-0000

1. Notice and how to cancel

Cancel at least (hours) before: 24 hours

Monday or holiday sessions: by: 5 pm the Friday before

Time zone: Eastern

Counts:

- [x] Client portal
- [x] Phone or voicemail
- [x] Text to practice number
- [ ] Secure message
- [ ] Other: _____

2. Fees and how they are charged

Late cancellation fee ($): $70

No show fee ($): $140

Late arrival counts as no show after (min): 15 minutes

Charged when: Next business day

Receipt or advance message sent by: Email receipt; text before charge

- [x] Card on file (separate authorization)
- [ ] Invoice by email or portal
- [ ] Added to next session

3. Exceptions · telehealth switch · repeated missed sessions

- [x] Emergency
- [x] Sudden illness
- [x] Unsafe travel or weather
- [x] First one each year waived
- [x] Clinician judgment
- [x] Switch to video if possible

Video switch conditions (consent on file, location, privacy): Telehealth consent signed; client in [State]; private space

Review after (number) missed: 2 no shows or 3 late

within (days): 90 days

What happens at the review: Talk about barriers; time, format or referral

Other terms (minors and who pays, couples, sliding scale, who may cancel): Parent or guardian pays for minors; couples: held if one attends

Please read before signing

Insurance: Insurance does not pay for missed sessions. Missed appointment fees are charged to me, are never billed to my plan, and do not appear on a superbill.

Medicare: This policy and these amounts apply equally to every client, including clients with Medicare.

Medicaid: If I have Medicaid coverage, I will not be charged missed appointment fees.

Plan contracts: If the practice is in network with my plan, any limits in that contract on missed appointment fees apply.

Fairness: I am never charged for a session the practice cancels. Before any step on an unpaid fee, the practice will contact me and give me a chance to pay.

I have read this policy, had my questions answered and agree to it. I have been offered a copy.

Client name and signature: Sam P. (fictional)

Date: 11/09/2026

Responsible party if different (parent, guardian): Not applicable

Relationship: Not applicable

Clinician name, credentials and signature: R. Okafor, LPC

Date: 11/09/2026

Office use: copy sent via portal 11/09/2026 · card authorization on file · policy version 2026-11

Template to adapt. Not legal or billing advice. Check payer contracts and state rules before use.

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Before You Adopt: Checklist

Ten checks before you use the policy, plus a log of every missed session

Before you adopt

- [ ] 1. Payer contracts, provider manuals and state rules checked.
- [ ] 2. Medicaid clients exempt unless your state rules clearly allow fees.
- [ ] 3. Medicare: one policy and the same amount for every patient.
- [ ] 4. Notice window, weekend or holiday rule and time zone stated.
- [ ] 5. Late cancellation, no show and late arrival each defined.
- [ ] 6. Fixed dollar amounts, reasonable for a held session.
- [ ] 7. How and when fees are charged; separate card authorization.
- [ ] 8. Exceptions and the video switch written so you can apply them.
- [ ] 9. Review step for repeated misses; risk check after any no show.
- [ ] 10. Explained at intake, signed, copy given; never billed to a payer.

Missed appointment log: one row per missed or late cancelled session

	Date and time	Client / code	Type (LC, NS, late)	Notice / outreach	Fee charged or waived	Reason	Initials
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

Key: LC late cancellation, NS no show, late = arrived after the cut off. Waiver reasons: emergency, illness, weather, first courtesy, clinical judgment, Medicaid (no fee). Never bill a missed session to insurance, Medicare or Medicaid.

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