

Cancellation, Attendance, & Client Billing Policies

LATE CANCELLATIONS

Sessions cancelled **less than 48 hours in advance** are considered “Late Cancellations.”

- **For example:**
 - Calling at 2:45 pm on Monday to cancel a 2:00 pm appointment for Wednesday
 - Sending an email or portal message on Saturday night to cancel a Monday appointment
- **Late Cancellations are subject to a \$65 fee.**

MISSED SESSIONS (A.K.A., “NO-SHOWS”)

- For "No-Show" sessions (i.e., client does not attend and has not cancelled in advance), **the full out-of-pocket service fee will be applied to the session.**

After any combination of three (3) Late Cancellations and/or No-Shows within a six months period, clients are required to make a \$100 session reservation deposit prior to scheduling any further appointments. RFC may address this on a case-by-case basis. If a client is utilizing insurance to cover session costs, any difference between the \$100 reservation deposit and their copay or co-insurance payment will be refunded to them, or may be applied as a credit to any other outstanding balance.

Late Cancellation and/or No-Show fees will be billed automatically at the end of the day of the scheduled appointment. If unable to pay outstanding Late Cancellation and/or No-Show fees prior to a later appointment, clients are expected to reconcile any outstanding balance, in addition to current session fees, at the time of their next session. Failure to do so will result in clients being unable to reschedule a subsequent appointment until outstanding balances are addressed.

Life happens. It's a t-shirt, a bumper sticker, and just a fact. We get it.

Sometimes the unexpected takes us by surprise and forces us to switch gears on the fly.

Because of this, RFC offers a cancellation policy that takes this into account:

Clients are offered one Late Cancellation/No-Show waiver per 12-month period.

This waiver can be applied to any one Late Cancelled or Missed Session of their choosing.

Clients must communicate to [RFC Scheduling](#) if they wish to utilize their waiver.

If circumstances regarding a Late Cancellation or No-Show are extreme, RFC reserves the right to waive associated fees on a case-by-case basis.

RFC clients have 24/7 access to an online scheduling portal.

Clients are automatically enrolled in automated appointment reminders* through the portal prior to their first visit.

***Automated reminders are a courtesy service.**

Clients are ultimately responsible for maintaining their appointment dates and times, regardless of successful receipt of automated email and/or text reminders.

Questions about these policies? Email: scheduling@redfishcounseling.com

- **Cancellations**

- If you are unable to keep your appointment, please cancel as soon as possible.
- You must give at least 48 hours' notice to cancel an appointment to avoid a late fee.
- If you cancel your appointment with less than 48 hours' notice, or you fail to show for a scheduled appointment, fees will apply to your cancelled and/or missed session.

- **Rescheduling**

- Even with 48 hours' notice, rescheduling is dependent on the provider's availability and it may not be possible to have a session in the same week.
- You are encouraged to cancel or request appointment changes as soon as possible. Your client portal gives you 24/7 access to your appointment calendar, and it is strongly encouraged that you use this tool to assist with scheduling needs.

- **Client Payments & Online Billing**

- All client payments must be paid in full by the end of the week during which your appointment falls, unless other arrangements have been made. Client payments are run automatically at least once per week using the preferred payment method identified by each client in their client portal. By providing an electronic payment method in your client portal for billing purposes, you authorize Redfish Counseling to utilize this payment method to fulfill all unpaid client balances according to standard billing practices.
- We reserve the right to suspend access to services if services rendered are not paid for after three sessions and no subsequent payment plan is developed or agreed to.

➔ Fees may be reduced only with written agreement from RFC on a case by case basis.

➔ If you are using in-network insurance benefits, we will bill your insurance for your session directly. You and/or your party responsible for funding your services will ultimately be responsible for paying any copays, co-insurance payments, deductible payments*, and/or non-covered service fees that are identified by your insurance as client responsibility. Accepted forms of payment are debit, credit, check, or cash. Accounts must be kept current in order to remain being seen by a clinician.

* *If you have not met your yearly deductible, you will be required to pay the full contracted service rate until your deductible is complete and your benefits become active. To prevent confusion and/or surprise related to your anticipated out of pocket costs, it is strongly encouraged that you contact your insurance company to confirm your benefits. Please review the "**Health Benefits Questionnaire**" form in your portal or the **Navigating Insurance Guide** on our website for assistance with this.*