



## **Appointment Cancellation and No-Show Policy.**

### **Commercial Insurance and Self-Pay Patients:**

A minimum of 48 hours' notice is required to cancel or reschedule an appointment. Appointments that are not canceled or rescheduled within this notice period will be considered a no-show and will result in a no-show fee. The fee does not apply to new patients, please review the no-show policy for new patients below.

### **No-Show Fees:**

- Therapy appointments: \$110.00
- Medication management appointments: \$85.00

No-show fees apply regardless of whether a reminder call, text, or email was received.

### **If a no-show fee is incurred:**

- Fee(s) must be paid prior to scheduling or attending future appointments.
- Prescription refills may be withheld until the balance is paid.
- Medical record transfers and other administrative services may be delayed until the balance is paid.

### **Medicaid Patients:**

Patients with Medicaid will not be charged no-show fees. However, after two (2) missed appointments within a three (3) month period, the patient will be discharge from care in accordance with CEH policy.

### **New Patients:**

To ensure appointment availability for all patients, CEH enforces the following policy for new patients - After two (2) no-shows, the patient will no longer be eligible to schedule future appointments with CEH.