



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. CEH does not schedule appointments without the patient's knowledge.

If a no-show fee is incurred:

- 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.
- Outstanding balances must be paid prior to scheduling or attending future appointments, unless a prior payment agreement has been made.

Medicaid Patients:

Medicaid patients will not be charged no-show fees. However, after three (3) no-show appointments, the patient may be subject to 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.