

ATTENTION ALL PATIENTS:

New late cancellation / no-show fee policy in effect 1/1/2024

The late cancellation / no-show fee is now a **\$100 charge** for all therapy and psychiatry appointments.

Appointments must be cancelled **at least two (2) business days prior to the scheduled appointment time.**

The no-show/late cancellation fee must now be paid prior to any other services being provided to the patient.

Bearden Behavioral Health/Optum Behavioral Centers/Refresh Mental Health offers a courtesy notification via text, email, or voice message to remind patients of their appointment; however, patients/clients are ultimately responsible for keeping their appointments. If you do not receive these and want to, please ask the front desk to assist you in getting this fixed.

A cancelled or missed appointment impacts three people:

- (1) the patient missing his/her appointment.
- (2) the provider (who may not get paid if you miss an appt)
- (3) another patient who could have been serviced during this time.

- Appointments are scheduled in advance and at a time reserved exclusively for our patients. When a session is cancelled without adequate notice, centers are unable to fill this time slot by offering it to another current patient, a patient on the waitlist, or a patient dealing with a clinical emergency.
- In addition, centers are unable to bill the client's insurance company for sessions that are not kept (i.e. insurance companies do not provide reimbursement for cancelled sessions or missed sessions).
- Patients can cancel their appointment by calling the main phone number of the center for psychiatric providers or emailing their specific therapist prior to the two (2) business day cutoff.
- If the patient has a card on file, with a credit card authorization (CCA) form, payment will be collected by the appropriate staff member. If they do not have a CCA on file, they will receive a bill.
- In cases of patient crisis or emergency, the provider may choose to see patients with outstanding no-show or late cancellation fees.
- If this is the first session and/or in the event of a serious illness, hospitalization, emergency, or extreme weather, waiver of the no-show fee may be issued by the individual provider but may be overridden by decision of the Executive Director in their sole discretion. Written documentation or proof of such an emergency may be required.
- When an appointment is scheduled via telehealth and a patient attempts to cancel, at the provider's discretion, the provider should try to reschedule within the same day/week. If rescheduling happens within the same week, no charge is applied.

Policy Definitions:

- Patient No-show: when a patient does not show for their appointment and did not give advance notice as of the designated time frame.
- Late Cancellation: when a patient contacts their provider or Center to cancel a scheduled appointment after the designated period of time considered to be short notice.