



## PRACTICE GUIDELINES AND CANCELLATION POLICIES AND PROCEDURES

### Cancelation Policy

#### **No Show/Late Cancelation Fee - \$45.00 charge**

We, *Living Your Best Life, LLC*, reserve the right to charge a minimum of \$45.00 for each **no show or late cancellation**. A late cancellation is defined by a request for canceling a minimum of 24 hours of your scheduled therapy session. This includes a request for a rescheduled appointment. The client is expected to attend each scheduled session whether it be in person, telehealth or phone session. We appreciate more than 24-hour notice as we can make that time available to other clients.

Should you know beforehand by the required 24-hour notice that you will be unable to attend, **please** either call us at 513-322-5754 or email us at [LivingYourBestLifeLLC@gmail.com](mailto:LivingYourBestLifeLLC@gmail.com) to cancel/reschedule your appointment in order to avoid being charged the late fee of \$45.00. All phone calls/VM and emails are time stamped and will be respected for the client.

We at *Living Your Best Life, LLC* require a cancellation/no show policy that protects our time with you and for our therapists. A canceled appointment or no show will delay our work and will negatively impact other clients. For example, without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the waitlist or a client with a clinical emergency.

#### **WHEN THE NO SHOW/LATE CANCEL FEE IS WAIVED**

The only exception to this cancellation policy is in the event of a serious or contagious illness or emergency. We offer grace for these purposes every six months. Examples

of emergencies include car accidents, family deaths or extreme illness. Work issues do not constitute emergencies. This cancellation policy also applies even if missing an appointment was an unintentional act. In the event of inclement weather, such as a snow emergency, the therapist reserves the right to conduct in person appointments via telehealth or phone sessions. The client must ensure *Living Your Best Life, LLC* has the most up to date contact information,

## **FREQUENT CANCELLATIONS OR MISSED APPOINTMENTS**

Frequent cancellations are defined by 3 or more in 6 months or 2 consecutive missed appointments or no shows. This will result in the termination of treatment. If you have arranged with your therapist to have recurring appointments, the next recurring appointment will stay on the calendar. Therefore, please call us at 513-322-5754 or email us at [LivingYourBestLifeLLC@gmail.com](mailto:LivingYourBestLifeLLC@gmail.com) if you choose to cancel that appointment to avoid a second No Show/Late Cancellation charge of \$45.00. A voice mail is sufficient as they are date and time stamped. The recurring appointment will be removed after the second consecutive No Show/Late Cancellation.

Although *Living Your Best Life, LLC* may send you email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive such communications by providing us with your email address. It remains your sole responsibility to keep track of and attend all scheduled therapy appointments, whether or not you receive the email reminder. It is your responsibility to inform the office if your contact information has changed. After 2 consecutive cancellations or no shows, you will not be able to schedule another appointment and will be referred to another provider.

## **FEES FOR NO-SHOWS & LATE CANCELLATIONS**

**No-Show Fees:** Anytime you fail to attend a scheduled appointment without giving appropriate prior notice of cancellation, you will be charged \$45.00 for the no show session. The credit card information or other payment information you previously provided will be used to process this payment. By providing us with your credit card information or booking an appointment, you consent to this policy. Multiple no-shows will result in termination of therapy.

**Late Cancellation Fees:** Any session that is missed by canceling less than 24-hours in advance will be charged a \$45.00 fee. You will be charged even if the cancellation is work related and even if you reschedule your appointment. The credit card information you previously provided will be used to process this payment. By providing us with your

credit card information or booking an appointment, you consent to this policy. Repeated late cancellations of more than two may result in the termination of therapy.

**You should note that insurance companies generally do not reimburse for missed appointments.**

## **HOW 24-HOUR NOTICE WORKS**

A Fee of \$45.00 will be charged when you miss or cancel an appointment without giving 24 hours advance notice. This means that if your appointment is scheduled for 1:00 pm on a Wednesday, you must give notice to *Living Your Best Life, LLC* by calling us at 513-322-0000 or email at [livingyourbestlifellc.LLC@gmail.com](mailto:livingyourbestlifellc.LLC@gmail.com) no later than 1:00 pm on Tuesday. Note that if your appointment is on a Monday, the cancellation needs to be provided no later than the prior Friday, by your appointment time, to be considered proper 24-hour notice. You can cancel your appointment by calling us at 513-322-5754 or sending us an email at [livingyourbestlifellc@gmail.com](mailto:livingyourbestlifellc@gmail.com).

## **WAIT TIME/GRACE PERIOD**

Your wait time is kept to a minimum. Due to the length of time provided for each appointment, it is critical that you arrive on time for your appointments. If you are more than 10 minutes late to your appointment, we will have no choice but to reschedule your appointment and you will be responsible for the \$45.00 fee. To avoid paying no show fees, we require at least 24-hours' notice for all cancellations (as described above). Both therapist and client have a grace period of 10 minutes.

## **MEDICAID and MEDICARE CLIENTS**

Please note that the fees described in this policy cannot be applied for clients with Medicaid insurance. Thus, clients with Medicaid insurance who have 3 or more late cancellations or no-show sessions will be referred to other providers should there be any indication that the pattern will continue.

It is our intention at *Living Your Best Life, LLC* that we provide you with the utmost therapy service. We are honored to be a part of your growth and well-being and with that comes the dedication of our staff along with your dedication to yourself to *live the best life* you can have.