

Psychological Associates of Southeastern Massachusetts, LLC

CANCELLATION AND MISSED APPOINTMENT POLICY

Office hours are by appointment only. To cancel or change an appointment without incurring a charge, you must give 48 hours- notice for MD prescribers and 24 hours- notice for RNCS prescribers and therapists (PhD, PsyD, LICSW).

Mutual respect between provider and client is the basic premise for the scheduling transaction – the provider’s respect for the client’s circumstances and the client’s respect for the therapist’s time and right to an income.

Appointments cancelled with less than the required notice, or missed appointments that are not cancelled, will be charged. (Please note that insurance companies will not pay for missed appointments and, thus, the bill is your responsibility.) Leaving a message on the staff member's voicemail to cancel an appointment will be sufficient to avoid being charged, as long as the required notice is given. The following Fee Schedule will apply:

1. Emergency cancellations or missed appointments may be adjusted to no charge at the discretion of the provider.
2. Urgent cancellations or missed appointments will be billed at the full fee for the services that would have been provided. However, at the discretion of the provider, this charge may be reduced, but not to less than \$50.
3. Non urgent cancellations or missed appointments will be billed at the full fee for the services that would have been provided. However, at the discretion of the provider, this charge may be reduced, but not to less than \$100.

If you feel that there are extenuating circumstances that warrant a fee reduction, you are encouraged to talk to your provider, who, as noted above, does have the ability to grant a reduction.

Please note that if there is an outstanding balance due for more than 30 days, or if there has been a large number of cancellations, you will be billed the full provider fee.

We at Psychological Associates are sorry that we must charge you for these missed sessions, especially when you may have a very legitimate reason for missing the session. However, please understand that when you make an appointment, you reserve the time so that it is not available for others.

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