



# CANCELLATION POLICY

Moosilauke Counseling Solutions believes that high quality mental health care starts with the proper therapeutic relationship between a client and their clinician. To cultivate a healthy therapeutic relationship, mutual respect must be present. To build respect, Moosilauke Counseling Solutions has a **standard 24-hour cancellation policy**. We ask that you notify us as soon as possible if you are unable to keep an appointment by contacting our office at least 24-hours in advance of your scheduled appointment time. This allows us to find an alternative appointment for you and affords us the opportunity to improve access for other clients.

If you cancel your appointment within the 24-hour window, a late fee may be charged to your account. Late fees for those with private insurance, who are self-paid, or who have Medicare are listed below. Those with Medicaid will not be charged a late fee.

- Initial Psychiatric Evaluation: \$150.00
- Medication Management Follow-Up: \$75.00
- 1-hour therapy session: \$100.00 (licensed clinicians), \$75.00 (candidates for licensure)

We understand that there are situations which may result in a client's inability to notify us within the requested 24-hour window. Exceptions that are allowed include client hospitalization, a death in the immediate family, or illness during a public health emergency. Weather exceptions will only be granted if schools are closed in the town where the office is located **and** if you call the office to cancel.

My signature below indicates that I understand the information and agree to the terms outlined in the Moosilauke Counseling Solutions Cancellation Policy.

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Client Signature

Date

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Legal Guardian Signature (required for minor age clients)

Date