

Missed or Cancelled Sessions

As indicated in the Consent to Services form you signed at your initial visit, we ask for a 24-hour notice to cancel appointments. We understand that there may be isolated, unforeseen emergencies where it is difficult or impossible to give adequate notice. Barring such rare circumstances, the following guidelines apply to missed sessions without adequate notice. Please read the following carefully:

- A. If you are using insurance for therapy sessions, there will be a \$50.00 charge for a missed session. Please be aware that ***your insurance company cannot be billed if you are not present***; therefore, you will be responsible for the \$50.00 charge regardless of your copayment.
- B. If you are not using insurance (paying out-of-pocket), and your assessed fee is less than \$50.00 per session, you are responsible for paying your assessed fee.
- C. If you are using your Employee Assistance Program (EAP) benefits, there is no charge for a missed session; however, you will have one less session available to you.
- D. If missed appointments become a concern, your counselor will discuss this with you. Should this continue to be a problem, please be aware that FCS reserves the right to require pre-payment for sessions or to discontinue sessions.

Please feel free to call FCS at (706) 549-7755 should you need to verify your appointment day or time. Your signature below indicates your understanding and agreement to adhere to the above policy. If you have questions about this policy, please discuss them with your counselor.

Print client/legal guardian name

Signature

Date