Attachment & TRAUMA THERAPY
913.346.1516 | attachmentandtraumatherapy.com

FOX CHILD & FAMILY THERAPY
913.229.5691
foxchildtherapy.com

Missouri
222 W Gregory Blvd, Ste 120, Kansas City
9200 NE Barry Rd, Ste 110, Liberty
2900 NE 60th St, Ste 206, Gladstone

Kansas
7223 W 95th St, Ste 220 & 300, Overland Park
25255 W. 102nd Terrace, Suite 200, Olathe

Cancellation Policy

To ensure consistent, high-level care and guaranteed weekly availability, we schedule clients in dedicated weekly appointment slots. We believe this consistency offers a significant benefit to the therapeutic process.

If you have any upcoming schedule conflicts, we encourage you to discuss them directly with your therapist. This allows you to collaborate on a plan to reschedule the session or switch to a telehealth appointment.

CANCELLATIONS - COMMERCIAL INSURANCE/SELF PAY

Missed or canceled appointments are charged at the full session fee. *This fee cannot be billed to insurance.*

Clients are allowed **one (1) courtesy cancellation** with at least 24 hours' notice **per calendar quarter** at no charge. Quarters are defined as:

- January – March
- April – June
- July – September
- October – December

Unused courtesy cancellations do not roll over into future quarters. Exceptions will not be made for vacations, camps, scheduling conflicts, or similar circumstances. Courtesy cancellations are intended for unforeseen illnesses or emergencies.

After the courtesy cancellation has been used, any additional missed or canceled appointments — *regardless of the reason* — will be charged the full session fee.

Appointments canceled **with less than 24 hours'** notice, or missed without notice, will also be charged the full session fee.

If you would like the cancellation fee waived, you must reschedule and attend a make-up appointment before your next regularly scheduled session. Clients seen more than once per week may make up a missed session within a two-week period.

Make-up appointments are offered only when openings are available and are not guaranteed. If no openings are available, or if you choose not to reschedule, the full session fee will apply.

This policy is strictly enforced, and all missed or canceled appointments will be billed accordingly.

CANCELLATIONS - MEDICAID CLIENTS

Missed or canceled appointments will result in dismissal or placement back on the waiting list. *As part of our contract with Medicaid, we CANNOT bill your insurance for missed appointments.*

You will be granted 1 (one) courtesy missed appointment per quarter with no penalty. Quarters are defined as:

- January – March
- April – June
- July – September
- October – December

These cannot be carried over from one quarter to the next. There will be no special consideration for vacations, summer camps, etc. These courtesy "missed" appointments are to account for unforeseen events and illnesses.

After the courtesy cancellation has been used, any additional missed or canceled appointments will result in the client being placed back on the practice waitlist. Due to high demand for services and extensive waitlists, exceptions cannot be made.

If you would like your absence to be waived, you must reschedule an appointment that is prior to your next regularly scheduled appointment. Rescheduled appointments are only available if we have a slot open. If we do not have an available slot or you choose NOT to reschedule, the absence will count toward your one missed appointment per quarter. If you have already used this courtesy "missed" appointment you will be placed on our waitlist.

Please use your "Courtesy Cancellation" in emergency situations only to prevent losing your spot.

This policy will be strictly enforced.

CANCELLATION POLICY EXCEPTIONS

You will not be charged in the following situations:

- Cancelled appointment due to Attachment and Trauma Therapy dba Fox Child and Family Therapy's fault (i.e., sick therapist, training that requires us to close clinic, etc.).
- Cancelled appointment due to inclement weather: Attachment and Trauma Therapy dba Fox Child and Family Therapy will determine clinic closing based on safety of travel. All clients will be notified if your appointment is cancelled for that day.
- Cancelled appointment due to an Attachment and Trauma Therapy dba Fox Child and Family Therapy recognized Holiday: hours/days will be posted.

Acknowledgment & Acceptance

By signing below, I acknowledge that I have read, understood, and agree to the terms of this Cancellation Policy. I understand the specific rules regarding courtesy cancellations, charges for late cancellations, missed appointments, and excess missed appointments as well as waitlist placement that apply to me.

_____ _____

Client Signature Date