



Cancellation/Late Arrival/Late Pick up Policy (Medicaid/Autism Scholarship Funding)

The purpose of this policy is to ensure the quality of service delivered to each and every client. Therapy and Wellness Connection believes in a 1 on 1 approach and dedication to having each and every hour requested fulfilled.

We have hand selected and scheduled staff 1:1 to provide the best treatment possible for your child. Your consistent attendance and punctual arrival for drop off and pick up allows us to provide the service quality that you deserve. Poor attendance and lack of punctuality is severely impactful upon our staff and our clinic.

- Excessive cancellations will be charged \$75.00 with potential for removal of hours when the following criteria is met:
- Less than 24 hour notice
- Attendance to sessions in a 30 day period dips below 90% of hours service

The Clinical Director will be reaching out if attendance dips below 90% of hours in a 30 day span. The next missed appointment would be subject to charge unless appropriate documentation was provided for reasons of absence and reviewed over the next 60 days.

- At 60 days if trend continues, an in person/zoom/ or phone call meeting will be scheduled with the administrative team (Clinical Manager, Clinical Director).
- Following the meeting, if less than 90% attendance is maintained, removal hours may occur.

Excessive late arrivals and pickups will be charged \$75.00 after the following criteria is met:

- 15 Minutes late to session
- 3 Instances in a Quarter (90 day period) from the start of the first instance to the 3rd
- 15 minutes late to pick up
- 3 Instances in a Quarter (90 day period) from the start of the first instance to the 3rd
- Each instance after will be charged 15 dollars until arrivals and pick up times have been rectified.

***BCBA Supervisors on your case will be in charge of tracking all sessions attended/unattended or late arrival/late pick up. Clients will receive 3 notices before any financial consequences are in place.

- 1st Notification- BCBA will be reaching out to remind you of the policy.
- 2nd Notification- BCBA will be reaching out again to remind you of the policy and alerting the Clinical Director
- 3rd Notification- Clinical Director will deliver final warning and policy reminder, track the late arrivals or cancellations and inform the financial department if any more instances occur.***

If sessions are missed and you would like to recoup hours, please reach out to your supervising BCBA to provide them with some extended availability in your day. The clinic is open from 7am to 6pm and available for Saturdays with staff who are able to accommodate those appointments.

In receipt of this policy, we are making you aware of this financial commitment and potential consequences for any late arrivals/pickups and cancellations according to the above guidelines. Thank you for your efforts to ensure Therapy and Wellness Connection is able to continue to provide the highest caliber of services for your child.