



Important update regarding late cancellations and no shows

May 28, 2024

Dear Valued CFS Client,

There are many people requesting appointments with our clinicians. Christian Family Solutions attempts to get people in to see our providers as quickly as possible, keeping wait times below the average. It is difficult to keep those wait times low if we have a high rate of no shows and late cancellations (cancelling within 24 hours of an appointment time).

Up until now we have had a policy to charge \$75 for failure to give a 24-hour notice of cancelling your scheduled appointment. This policy covered both no shows and late cancellations. Out of an abundance of grace, we rarely actually charged this late cancellation fee.

Due to high demand for services, we need to begin enforcing our policy for no-show and late cancellations. We will still apply a great deal of grace as we begin to implement this change. Here are a few important points regarding the updated policy:

- If a client does not show up for an appointment (in person or virtual) and makes no contact with the clinician, that client will be charged \$50 for the no show.
- If a client cancels an appointment within 24 hours of the appointment time, we will charge \$35 for the late cancellation.
- Our providers will offer clients a warning for the first no show or late cancellation, and each subsequent no show or late cancellation after the warning will be subject to the charges.
- This policy applies to our outpatient clients. It does not apply to clients who receive counseling through the Member Assistance Program.

This policy will go into effect July 1, 2024. All this information will be updated and included in our client intake information. Our providers will also share this information with current clients who signed intake paperwork with the old policy information.

Please be courteous and keep your appointments. When you do, you are being kind to others and helping us fulfill our mission to heal and help people in need. Thank you!

Sincerely,

The Billing Team
Christian Family Solutions

Last revised 5/22/24 by am