[Clinic name] Family Cancellation and Makeup Policy

Effective **[date]**. Version **[number]**. Replaces the policy dated **[date]**.

This is a template, not legal advice. Check it against your payer contracts and state rules.

Purpose

Your child's authorized hours are the plan of care. An hour that is not delivered inside the authorization period is treatment your child does not receive, and whether it can be made up later depends on the payer. This policy explains what we ask of families when a session cannot happen, what we do with the open hour, and how a makeup session is offered.

It applies to every service **[Clinic name]** schedules, in the clinic, at home, at school and by telehealth.

Notice window

Please tell us as soon as you know a session cannot happen. Our notice window is **[clinic sets: number of hours]** hours before the scheduled start time.

How to cancel: **[clinic sets: phone number, text line, family app or email]**, on any day and at any hour. A message that reaches us inside the window counts as notice even if nobody answers right away.

Why the window matters: inside it, our team can offer the open hour to an eligible technician or to another family while the time can still be used. Outside it, the hour is usually lost for everyone.

What counts as late

- A late cancellation is one we receive less than **[clinic sets: number of hours]** hours before the start time.
- A no-show is a session where your child is not available at the start time and we received no notice.
- A session that starts late because the family was not ready is recorded as **[clinic sets: a late start, a shortened session, or a no-show after a set number of minutes]**.

Late cancellations and no-shows are recorded so the clinical team can see a pattern early. A single late cancellation is never a problem on its own.

Illness and emergency exceptions

A sick child should stay home, and no family should have to choose between this policy and a child's health. A cancellation for illness, a medical or family emergency, severe weather or a school closure is recorded as excused when you tell us as soon as it is practical.

Excused cancellations do not count toward **[clinic sets: the number of late cancellations that leads to a schedule review]**. After **[clinic sets: number]** illness cancellations in a row we may ask how we can support your child's return, which can include a shorter session or a change of setting.

How open hours are offered and how makeups are handled

When a session is cancelled, the open hour is offered to eligible technicians **[clinic sets: by the scheduler, through the clinic's Open Hours Board, or both]**. An eligible technician is one who is trained on your child's program, cleared for the setting, and inside their weekly hours.

A makeup session is a session that replaces a cancelled one inside the same authorization period, using authorization hours your child still has, at a time you agree to. A makeup may be on a different day or at a different time, in a different setting, or with a different technician.

We offer a makeup whenever one is available. A makeup depends on an open hour, an eligible technician and your yes, so we cannot promise one for every cancellation. We do not schedule a makeup outside the authorization period or beyond the authorized hours, because a makeup is a delivered hour inside the plan of care, not an extra hour.

We will always tell you who is coming before the session, and a makeup is not on the calendar until you have said yes to the time and the person.

Fees (a clinic choice)

[Clinic sets: whether a late-cancellation or no-show fee applies, the amount, when it is charged and when it is waived.] A fee is a clinic choice, not a payer requirement, and an excused cancellation carries no fee.

Missed-appointment fees are typically the family's responsibility and are not billed to insurance; confirm with your payer contracts.

A family may ask for any fee to be reviewed by **[clinic sets: title]**, and we answer within **[clinic sets: number]** business days.

Repeated late cancellations

After **[clinic sets: number]** late cancellations or no-shows in **[clinic sets: period]**, a member of the clinical team will contact you to talk through what is getting in the way and whether the schedule itself needs to change. The goal is your child's hours, not a penalty.

Your right to decline a substitute technician

When we offer a makeup or a covered session with a technician your child has not worked with, you may decline. Declining a substitute never affects your child's standing schedule or place at the clinic. Tell us **[clinic sets: how, and by when]**, and the hour returns to the open hours list for another family or another time.

How we confirm

We confirm every makeup in writing **[clinic sets: by text, in the family app, or by email]** with the date, the time, the setting and the technician's name. If the technician changes after a confirmation, we tell you before the session, and you may decline then as well.

Family acknowledgment

I have read the **[Clinic name]** Family Cancellation and Makeup Policy. I know the notice window is **[clinic sets: number of hours]** hours, I know how to cancel, and I know I may decline a substitute technician.

Child's name: _____

Parent or guardian name: _____

Signature: _____ Date: _____

Clinic representative: _____ Date: _____