



NORTHERN COLORADO  
COUNSELING, PLLC

## Northern Colorado Counseling Attendance Policy

It is our honor to work alongside you in your therapeutic process. We strive to create a safe, trusting, and comfortable environment within our practice. In building and maintaining trust in our work, we value clear and consistent communication between client and therapist regarding boundaries. Additionally, we have seen over time that consistent and on-time attendance in therapy (and other support services) is the fastest way to results and the growth for which you sought out counseling.

In service of these values, we would like to provide a written attendance policy for your reference and records. We understand life circumstances arise and there may not always be ample time to cancel your appointment within the 24-hour window we request. And, when your clinician is provided this advanced notice, they can best plan how to fill this time. There may be occasions where you yourself are on the beneficial end of these circumstances, scheduling a last-minute session or adjusting to scheduling needs. We also recognize there are times emergencies arise in a clinician's life, and we will strive to hold ourselves to the same standards that we ask of our clients.

Our priority is to treat all our clients with professionalism, empathy and understanding. It's also important to acknowledge that we operate on a fee-for-service basis. Consequently, we can only bill your insurance for appointments that are attended. Unfilled appointment slots result in no payment, directly impacting both your clinician's income and the stability of our business.

Furthermore, vacant slots deprive other clients, many of whom are eagerly awaiting services, of the opportunity for timely appointments. Thus, we kindly request that you carefully consider your schedule in advance and aim to minimize the need for frequent cancellations or rescheduling.

Please review the following page which reflects our policy and discuss questions or concerns with your individual clinician.

*Continued...*



NORTHERN COLORADO  
COUNSELING, PLLC

**What happens with billing if I miss an appointment  
without canceling or I cancel late?**

- We request 24-hour's notice of canceling or rescheduling your appointment. If a client cancels within the 24-hour window, it will be considered a "late cancellation." If a client does not show for their scheduled session, it will be considered a "no-show."
- A late cancellation or no-show will incur a fee equal to your session fee if you pay out of pocket, or equal to what your insurance company's contracted rate with Northern Colorado Counseling. This means that if you normally have a co-pay that supplements your insurance company's payments, you will owe the sum of these two amounts (i.e. your copay is \$25, your insurance pays \$68, your late cancellation/no-show fee would be \$93).

**What happens in therapy if I miss an appointment  
without canceling or I cancel late?**

- 1<sup>st</sup> Late-Cancellation or No-Show within a Calendar Year: Your therapist and you will explore what barriers may have arisen to attending/canceling further in advance and confirm you are receiving text or email notifications through our scheduling system. At times, barriers to attendance may be an important or relevant topic in therapy.
- 2<sup>nd</sup> Late-Cancellation or No-Show within a Calendar Year: Your therapist and you will again explore what barriers may have arisen to attending/canceling further in advance and confirm you are receiving text or email notifications through our scheduling system. You and your therapist will develop a plan to avoid another late-cancellation or no-show within the calendar year, which will result in termination of services.
- 3<sup>rd</sup> Late-Cancellation or No-Show within a Calendar Year: Your therapist will inform you of the need to refer you out to another provider to continue therapy outside of Northern Colorado Counseling. Your therapist will provide you 3 referrals via email to assist in this referral process.

Lastly, your therapist may cancel or reschedule your session if you are more than 15 minutes late to session. Please make every attempt to arrive to session in a timely manner and alert your therapist if you may be late. This will be considered a no-show.