



☎ (603) 865-1321
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Cancellation Policy

Counseling Associates of New London, PLLC, operating in New London, Hanover, Upper Valley, Claremont, Newport, and Plymouth, New Hampshire, has a **standard 24-hour cancellation policy**.

Please notify us as soon as you know you will be unable to keep an appointment and at least 24 hours, preferably 48 hours, in advance of the scheduled time. This will allow other clients to access this time, as well as providing ample time to find an alternate appointment for you.

If you cancel within the 24-hour window, a late fee may be charged. Please continue reading for details on late fees, multiple late-cancels, and exceptions we allow for.

Late Fees: Private Insurance, Self-Pay, Medicare
 Therapy Session: **\$60.00**
 Medication Initial Evaluation: **\$150.00**
 Medication Follow Up: **\$75.00**

No Late Fees: Medicaid

Counseling Associates holds to a 2-session count limit on late cancels/no shows. After two missed or late-cancelled sessions, clients will NOT be able to schedule another session. They will be invited to call same day to see if there is a time available that day to be put into the clinician's schedule.

Exceptions

- The client is in the hospital or there is a death in the immediate family
- Weather (if schools in office town location are cancelled)

Weather Cancellation policy:

If schools are cancelled in the town where the office is located there is no charge for cancelling. However, if you do not call the office to cancel due to weather then you will be charged a No Show Charge (*if not covered by Medicaid*).

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<i>Counseling Associates of New London, PLLC operates in six locations:</i>						
New London 35 Newport Road New London, NH	Claremont 251 Elm Street Claremont, NH	Upper Valley 2 Buck Road Suite J Hanover, NH	Hanover Nugget Building 53 S. Main St. Suite 206 Hanover, NH	Plymouth 144 Highland Street Plymouth, NH	Hattiesburg 525 N. Main Street Suite 300 Hattiesburg, MS	Telehealth Zoom or Telephone Throughout NH/VT