



☎ (603) 865-1321  
 fax (603) 865-1327  
 www.ca-mh.com

### 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)
- Illness during the pandemic

#### 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*).

#### Covid-Related Illness:

During this time of pandemic, many scheduling issues will be successfully addressed via telehealth. While our standard cancellation policy does remain in effect, in those cases where an appointment needs to be canceled due to covid-related illness or the care of family members and telehealth is not a possibility, cancellation fees will be waived during this public health emergency.

*rev. 9/7/22*

<i>Counseling Associates of New London, PLLC operates in six New Hampshire locations:</i>						
<b>New London</b> 35 Newport Road New London, NH	<b>Newport</b> Newport Health Center 11 John Stark Highway Newport, NH	<b>Claremont</b> 251 Elm Street & 9 Dunning St. Suite A Claremont, NH	<b>Upper Valley</b> 2 Buck Road Suite J Hanover, NH	<b>Hanover</b> Nugget Building 53 S. Main St. Suite 206 Hanover, NH	<b>Plymouth</b> 144 Highland Street Plymouth, NH	<b>Telehealth</b> Zoom or Telephone Throughout NH/VT