Missed Appointment Policy

For Janna Benkelman LPC

I am looking forward to meeting with you and want our work together to be as successful and productive as possible. When we set our appointment time, this time slot will be specifically saved for our work together and I will honor this commitment to the best of my ability. I ask that you do the same by giving me 24 hours’ notice if you need to cancel or re-schedule our appointment. I encourage you to book appointments in advance if there is a specific time-slot that works best for you. It is not a problem to change an appointment time if this guideline is followed.

I do have a policy in place to address missed appointments. Normally, if I do not receive notice of cancellation 24 hours in advance, there will be a $50.00 charge for the missed session. Medical insurance plans and some EAP’s do not cover this cost, so it will be billed to you.

Some Employee Assistance Plans count missed sessions as one of your authorized EAP sessions. In this case, I will bill your EAP. Other EAP plans suggest that if clients do not attend a scheduled session or give me notice of cancellation, they be referred back to the Employee Assistance Plan so that another provider can be authorized to continue treatment. Depending upon the circumstances, this could also be the outcome of missing sessions without notice.

I know that occasionally emergencies or inclement weather occurs and there are times that you (or I) may not be able to make your scheduled appointment. My goal is to be reasonable and flexible with regard to missed appointments, and to take into account the circumstances that affected our ability to meet. It is my goal to be respectful of your time and challenges and I ask that this courtesy be extended to me as well.

If you have questions about this or any other therapeutic policy, please feel free to reach out to me. Thanks in advance. Janna Benkelman, LPC