



2024 Insurance Cancellation Policy

Ridge Zeller Therapy is dedicated to delivering the best clinical outcomes for your child. As such, these positive outcomes require your commitment and dedication to keeping your child's regularly scheduled therapy sessions. As you know, absences from therapy significantly impact your child's progress and overall success toward meeting their therapy goals. In addition, your therapist has created an individualized plan for your child's therapy session, and it is important to value their time and commitment to your child.

To ensure goal mastery and respect your therapist's time, we have updated our cancellation terms and conditions:

- You may schedule a teletherapy session in place of a cancellation when applicable. Teletherapy sessions are provided at Ridge Zeller Therapy's discretion, therapist availability, and must be congruent with your insurance carrier.
- You must provide a 48-hour notice during our regular business hours to cancel your appointment.
- If a cancellation is made with less than 48-hour notice, your credit card on file will be charged the \$85 cancellation fee.
- When canceling sessions with more than 48-hour notice, you can avoid the \$85 cancellation fee if you reschedule your appointment within two weeks of your missed session.
- We will allow no more than one cancellation per calendar quarter (e.g., January through March; April through June; July through September; and October through December).
- Your insurance company will not be billed and is not responsible for any cancellation fees assessed to you.
- If you have a planned vacation or extended absence, please contact our Therapy Coordinator regarding Ridge Zeller Therapy's Long-Term Absence Policy.