



Prism Mental Health Solutions Inc.

Patient No-Show & Cancellation Policy



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Our Commitment to Your Care



Regular attendance supports continuity of care and helps us make appointment times available to clients who need them. We understand that unexpected circumstances arise. Our goal is to communicate clear expectations while considering individual needs fairly and compassionately.

2. Canceling or Rescheduling an Appointment



Please provide at least 24 hours' notice if you need to cancel or reschedule an in-person or telehealth appointment. Notice received at least 24 hours before the appointment is ordinarily considered timely. Notice received less than 24 hours before the appointment may be considered a late cancellation. Even when less than 24 hours remain, please notify us as soon as you can.

3. How to Notify Us



Use TherapyNotes secure messaging or the Prism MHS office telephone system to cancel or request rescheduling. Please provide enough information for us to identify you and your appointment. Do not rely on a clinician's personal text messages, personal email, or social-media accounts for routine cancellations. Notice is considered received when it reaches an approved communication channel.

4. Missed Appointments and Late Cancellations



A no-show generally means an appointment was missed without advance notice, or that you were unavailable for a scheduled telehealth appointment and could not reasonably be reached. A late cancellation generally means canceling or requesting rescheduling less than 24 hours before the appointment. A missed appointment is not a completed therapy service and will not be billed to insurance as though treatment occurred.

5. Possible Fees and Insurance Rules



A late-cancellation or no-show fee may apply only when permitted by applicable law, your insurance or payer requirements, and your signed financial agreement. Any applicable amount is stated in the current fee schedule or

financial agreement, not this document. Pennsylvania Medical Assistance (Medicaid) recipients will not be charged a missed-appointment fee when Medicaid rules prohibit it. Medicare does not pay missed-appointment fees; a separate fee may apply to Medicare beneficiaries only when permitted under applicable requirements. Medicare Advantage and commercial plan restrictions may differ. A missed-appointment fee is not a copayment for therapy. A payment method on file will be charged only when the fee is valid and within your authorization.

6. Emergencies, Barriers, and Requests for Exceptions



Please let us know if a sudden illness, medical or family emergency, hospitalization, severe weather, unsafe travel, unexpected transportation problem, significant technology failure, disability-related need, or another unusual circumstance affects your attendance. Prism MHS may consider a fee waiver, alternative scheduling, or reasonable accommodation based on the circumstances and applicable requirements. Exceptions are considered individually and are not automatic. Financial hardship may also be considered through the practice's authorized process.

7. Late Arrivals and Telehealth



Please arrive or connect at your scheduled time. If you arrive late, your clinician will determine whether enough time remains for an appropriate session; the appointment may end at its originally scheduled time or need to be rescheduled. For telehealth, connect through the approved platform from a location suitable for confidential care and where your clinician is authorized to practice. If you have technical difficulties, notify us promptly through an approved channel. Brief connection problems are not automatically treated as no-shows.

8. Repeated Attendance Concerns



Repeated missed appointments or late cancellations can interrupt treatment and reduce appointment availability. We may discuss barriers, adjust appointment frequency, change scheduling arrangements, or release a recurring appointment time. A recurring time is not guaranteed indefinitely. Releasing a recurring slot does not automatically end treatment. When ongoing nonattendance prevents effective care, changes to treatment or discharge may be considered with appropriate attention to safety and continuity of care. A single missed appointment does not automatically result in discharge.

9. Cancellations by Prism MHS



You will not be charged a cancellation-related fee when Prism MHS or your clinician cancels an appointment, or when a missed appointment results from a Prism MHS scheduling error. We will provide reasonable information about rescheduling when appointments are affected by clinician availability, weather, or operational circumstances.

10. Questions, Disputes, and Patient Choice



You may ask questions about this policy, dispute a charge, or request consideration of an accommodation or exception. We will review concerns in light of the appointment record, your agreement, applicable payer rules, and individual circumstances. You may choose to end voluntary outpatient treatment; when possible, please notify your clinician rather than continuing to miss scheduled appointments.

11. Patient Acknowledgment (for intake use, if requested)



I acknowledge that I have received or been provided access to the Prism MHS Patient No-Show & Cancellation Policy. I understand the 24-hour cancellation expectation and that any permitted fee is subject to my financial agreement, payer rules, and applicable law.

Patient / Responsible Party: _____ Date: _____

This patient summary coordinates with Prism MHS’s internal No-Show & Cancellation Policy. If an applicable law, payer requirement, or signed agreement imposes a controlling restriction, that requirement governs.