

APPOINTMENT CANCELLATION POLICY

KISS ABA is committed to providing consistent, reliable service as scheduled and agreed upon by the parent/guardian. A preliminary set of hours for ABA services will be recommended within the initial treatment plan, taking into consideration medical necessity (physician recommendation or prescription) and results of the behavioral assessment. A monthly or weekly schedule of service will be agreed on between parent/guardian and KISS ABA.

This being said, KISS ABA understands that circumstances such as illness or family emergency may arise which necessitate the occasional cancellation of appointments. The following policy applies in these situations.

The parent/guardian must contact the supervising BCBA or therapist directly to cancel or re-schedule a minimum of 24 hours in advance of the scheduled session(s).

No-Show/Late Cancellation Fee: Failure to notify KISS ABA 24-hours prior to a scheduled appointment will result in a \$60 No-Show/Late Cancellation Fee.

Excessive Cancellations: Because consistency of therapy services are key to a successful treatment plan, excessive cancellations by a parent/guardian may result in termination of services.

Sick Child: If a therapist arrives at the home and the client or a household member is sick (see *KISS ABA Sick Policy*) the therapist will not be able to work with the client during the scheduled appointment time. The responsible party will be charged thirty (30) minutes for the session for failure to follow the *Sick Policy*. Note, this charge will not be billable to/reimbursable through insurance.

