

No Show/Late Cancellation Fee

Background

January 1, 2015, CBH began collecting a \$10.00 fee for no show/late cancellations (less than 24 hours' notice) for outpatient therapy and medical appointments. In March 2020, the fee was suspended due to the pandemic. Recently, leadership created a collections workgroup to explore strategies to improve window collections and reduce no show/late cancellations. The workgroup determined that CBH reinstate the no show/late cancellation fee effective January 1, 2026, and that the fee be increased to \$25.00. Notice of the reinstatement of the fee will be posted for 90 days (October 1 through December 31, 2025) prior to implementation.

This change does not require an amendment to the fiscal management policy since it is covered in the procedure for collections. The FY'26 budget includes an increase in fees.