



CANCELLATION AND LATE POLICY

Heartland ABA requires a minimum of 24 hours' notice to cancel a session. The 24 hours policy does not include excused absences. Excused absences shall be determined case by case at the discretion of Heartland ABA and may include, but are not limited to sickness, emergencies, or extenuating circumstances. In these circumstances, please call your Case Manager. Heartland may ask for verification of excused absences.

In order to provide the best services, Heartland ABA adheres to the following fee schedules for our cancellation and late policy:

Situation	Fee
No Call - No Show: <i>Any session that does not start within 10 minutes of the scheduled start time and the family has not contacted Heartland ABA.</i>	\$100
Cancellation: <i>Any session that is canceled with less than 24 hours notice.</i>	\$50
<i>Families covered by Medicaid will be exempt from these fees, but are expected to adhere to this policy.</i>	

Our Illness Policy outlines instances when your child's session should be canceled due to illness, refer to the Caregiver Handbook, page 8.

In situations where a family has canceled their child's appointment 3 or more times in a month, the Case Manager will call a meeting to discuss the situation. Heartland ABA may need to consider terminating services.

Heartland ABA has a strict cancellation policy for our providers as well. If a Heartland ABA provider cancels a session, they will make every effort to make-up the canceled session.