



5960 Fairview Road, Suite 300
Charlotte, NC 28210
Tell: 704-441-8715
www.autism-180.com
info@autism-180.com

Cancellation Policy

Autism180 is pleased that you have chosen us as your ABA provider. Our goal is to provide quality programming for your child as he/she works towards reaching their full potential. The most important way to ensure that happens is by your child participating in all of his/her scheduled sessions. Continued services with Autism180 will depend upon understanding and adhering to the cancellation policy that is outlined below.

All clients cancellations are reviewed on a regular basis and services may be subject to change based upon the number of cancellations that occur. It is also important that Autism180 be able to document your child's progress to insurance companies. In order for optimal progress to occur all contracted sessions need to take place as scheduled.

Overall cancellation rate: If your overall cancellation rate (either monthly or year to date) exceeds 10% of your scheduled sessions for whatever reason, Autism180 will meet with you to review your cancellations and see if current services are appropriate given the amount of cancellations and reasons for them. Based on your cancellation rate, your services may be reduced, terminated or transferred to another provider that is better able to meet your needs.

No Show/No Call: All families are expected to text/call cancellations to Autism180. If a family does not call in a cancellation and/or no one is home when the staff arrives, Autism180 will text/call to review the situation. If it happens a second time services may be suspended or terminated.

If you are unable to keep your child's scheduled appointment you must notify Autism180 that you are canceling your session. Autism180 recognizes two types of cancellations:



**5960 Fairview Road, Suite 300
Charlotte, NC 28210
Tell: 704-441-8715
www.autism-180.com
info@autism-180.com**

1) Emergency/last minute cancellations: These are cancellations that occur within 24 hours of a scheduled appointment and are due to unavoidable reasons (sickness, accident, or similar event). Each family is allowed 1 last minute cancellation every 6 months.

2) Advance cancellations: These are cancellations that are usually pre-planned events such as vacations, doctor's appointments, holidays, or time off. These cancellations should be called in to Autism180 as soon as the family knows about the canceled session. Autism180 may be able to reschedule these sessions when given advanced notice.

If you cancel a session, Autism180 will attempt to provide you with a make-up of that session based on staff availability. It may occur at a different time/day or with a different therapist but a slot may be offered to you. If you accept this make-up session, it will not be counted as a cancellation.