

	<h1 style="margin: 0;">SATOP BULLETIN</h1>			
	Subject: Missed Appointment Fee			
	SATOP Director Signature: 			
Bulletin Number: 08-01	New: <input checked="" type="checkbox"/>	Revision of Previous: <input type="checkbox"/>	Effective Date: 10/3/08	
Note:			Number of Pages: 2	

1. Affected Programs:

1.1. OMU, CIP, YCIP and SROP

2. Purpose:

2.1. Several SATOP service providers have requested approval to charge consumers a fee for failing to show up for individual or group counseling sessions. The fee will compensate providers for billable time lost due to missed appointments. It would also hold the consumer accountable for his/her actions, help teach personal responsibility and emphasize that attendance at all counseling sessions is important.

3. Action:

3.1. DEFINITION – A “Missed Appointment” as referenced in this bulletin pertains to a missed appointment between a consumer and a SATOP Qualified Professional or Qualified Substance Abuse Professional for an assessment, an individual or a group counseling session. A missed appointment fee should not be confused with a rescheduling fee. A missed appointment fee is associated with an appointment; whereas, a rescheduling fee is associated with the commencement of a program. A rescheduling fee is not the focus of this bulletin.

3.2. PARTICIPATION OPTIONAL – Charging consumers a missed appointment fee is optional. Providers are encouraged to consider the balance between lost revenue and customer relations before establishing a missed appointment fee policy. If an agency becomes known as a provider that charges a missed appointment fee, consumers may choose to go elsewhere for services.

3.3. FEE COLLECTION RESTRICTIONS – Providers shall not impede a consumer’s ability to complete their SATOP requirements and obtain a completion form based on his/her failure to pay a missed appointment fee. The ADA Certification Standard that states, “Pay all fees” as criteria for successful completion of SATOP, 9 CSR 30-3.206(20)(E), shall not be applied to missed appointment fees.

3.4. POLICY DEVELOPMENT – Providers who choose to charge consumers a missed appointment fee shall include the specifics of the process in the agency’s policy and procedure

manual. An agency's missed appointment policy and procedures must adhere to the following:

- 3.4.1. Providers shall not charge consumers a missed appointment fee unless the consumer is informed of the policy and has signed a form acknowledging receipt of that information prior to a missed appointment for which such a fee is being sought.
- 3.4.2. Providers shall not charge a missed appointment fee to a consumer who has contacted the agency at least 24 hours in advance of an appointment to cancel.
- 3.4.3. Providers shall not charge a missed appointment fee to a consumer in excess of \$40 per missed appointment.
- 3.4.4. The provider's policy and procedures shall include missed appointment fee exemptions for consumers whose missed appointment was due to extraordinary circumstances.

4. End of Bulletin