

## **Quick Student Guide to No Show Fee Policy and Late Reschedule/Cancellation Fees and Text Reminders**

*Why has CAPS created this policy?*

To promote efficiency and timely appointments for clinical services.

*How will I find out more about the policy?*

Information will be provided in multiple ways.

- Signs around the office
- Handouts at the front desk
- On informed consent form when completing paperwork prior to appointments
- Reviewed with your initial assessment and/or assigned counselor

*How much is the fee?*

\$30

*In what situations would I be assessed a fee?*

You would be assessed a fee when you do not attend a scheduled appointment without giving 24 hour notice. A fee will also be assessed when you fail to reschedule or cancel your appointment 24 hours prior to scheduled appointment. This includes appointments for initial assessment (first appointments), individual counseling, TAO appointments, group counseling, and couples counseling.

*What about crisis appointments?*

There is no fee for missing same day emergency appointments.

*How are fees given?*

Front desk will provide you with an invoice with information on how to pay it.

*How are fees paid?*

Fees can be paid in person at CAPS or by calling 407-823-2811. We currently accept money orders, checks, VISA, MasterCard, American Express & Discover Credit and Debit Cards.

*How much time will I have to pay the fee?*

CAPS provides 90 days to pay the fee before a HOLD is placed on your My UCF.

*What happens if I don't pay the fee?*

If you accrue unpaid fees greater than \$100 or if there is an outstanding balance past 90 days a HOLD will be placed on your university record.

*How do I sign up for text message reminders?*

When completing paperwork prior to your session, you will have the ability to consent or decline this service. If your information changes at any point in the semester please stop by the front desk to fill out a new form.

*If the text is not received will the fee be waived?*

No. The informed consent states that possible technological failures of the phone or reminder system do not refute the fine.

*Can I change my consent for text messages and is there a cost?*

Yes. You can opt out or opt in with receiving text message reminders at any time. Just notify the front desk staff member or your assigned counselor and they will provide you with the appropriate consent, if necessary. CAPS does not pay the cost of text messaging assessed by your cell phone carrier. We cover the cost of sending text messages using our own system but we are not responsible for any charges for your use.

*Are text message reminders confidential?*

Confidentiality of text reminders is not guaranteed. Messages will a statement that you have a “CAPS appointment”, the day of your appointment, and CAPS contact information.

*Are invoices confidential?*

The invoice does not identify “UCF CAPS” as the source of billing, only a designated account number that does not have outside meaning to staff. The balance on your UCF account will be listed as a “miscellaneous fee”.

*Can I reschedule or cancel an appointment by email or text?*

No. University email in Florida is not confidential. Therefore, you will need to cancel or reschedule in person or by phone. An attempt to email for canceling or rescheduling will still incur a fee. We also do not accept any communication via text. The phone number used for text messaging is not monitored.

*How can I cancel or reschedule my appointment?*

Appointments can be canceled or rescheduled by calling CAPS at 407-823-2811 during our business hours (M-F 8AM to 5PM) or by leaving a voicemail at our main number. Please note that our voicemail is timestamped so you will need to give at least 24 hours’ notice when leaving a message to avoid getting charged.

*Are there any fees if I am late to my appointment?*

We do not have fees for late arrivals. If you are seen you are not charged a fee. If you arrive late, your clinician has the discretion to decide whether or not the appointment should be used or rescheduled. If the clinician chooses to reschedule, the fee will be assessed.

*Is there an appeal process for a fee?*

Yes, you can appeal the fee in writing if there is a reasonable excuse. Appeals must be turned in within 30 days of the scheduled appointment in question. The appeal will be reviewed the first Friday of every month by a rotating committee of CAPS staff. All decisions are final.

**Please ask your counselor if you have any questions**