



Cancellation, Reschedule, Late Arrival & NoShow Policy

Purpose. Our goal is to provide timely neurological care and to respect everyone's time. Missed, late, or late canceled appointments reduce access for other patients. This policy explains how to cancel or reschedule, what counts as a late arrival or "noshow," and when fees may apply.

1) Which appointments are covered?

This policy applies to **office visits, procedures, infusions, and telehealth** visits. Telehealth appointments are treated like inperson visits for scheduling and attendance. (Tennessee telehealth encounters are subject to equivalent standards of care and state licensure rules.) [law.cornell.edu], [law.justia.com]

2) How to cancel or reschedule

- **Call: 8652186222** (24/7 voicemail is available).
Leave your **full name, date of birth, appointment date/time**, and the **reason** for rescheduling.
- **Online:** If you booked through our portal, you may cancel there when available.

Required notice to avoid a fee:

- **Office visit / Telehealth: By 3:00 p.m. two (2) business days** before your appointment.
- **Procedures / Infusions: Three (3) business days** prior, due to medication and chair time planning.

("Business days" exclude weekends and federal holidays.)

3) Definitions

- **Late cancellation:** Cancelling **after** the deadlines above.
 - **Noshow:** Not arriving for a scheduled appointment **without prior notice**.
 - **Late arrival:** Arriving **15+ minutes** after the scheduled time (we may need to reschedule to the next available slot).
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4) Fees (and when they apply)

- **Standard no-show/latecancel fee (office/telehealth): \$50**
- **Procedures/infusions latecancel/no-show fee: \$100** (reflects reserved clinical resources)

Key rules we follow

- **Medicare beneficiaries:** We **may** charge the same missed appointment fee we charge non-Medicare patients, **directly to the patient** (never to Medicare), and **only** if applied uniformly. [[cms.gov](https://www.cms.gov)]
- **TennCare (Medicaid) members:** We **do not charge** missed appointment or latecancel fees to **TennCare** enrollees, consistent with TennCare rules. (We may provide education and require confirmation for future scheduling.) [publications.sfiles.com]
- **Commercial plans:** These fees are **patient responsibility** administrative charges and **not insurance covered**.
- **Due date:** Any assessed fee must be paid **before** the next nonurgent visit is scheduled, unless a **hardship plan** is arranged.

Note: We will **not** submit missed appointment fees to Medicare; CMS does not pay them, and they must be billed directly to the beneficiary if your office policy is nondiscriminatory. [[cms.gov](https://www.cms.gov)]

5) Grace, exceptions, and fairness

We know life happens. We will **waive one fee per patient in a rolling 12-month period** for:

- Severe illness, **documented** hospitalization, or urgent/emergency care
- **Unsafe weather** (e.g., ice/snow) impacting travel
- **Documented transportation failure** or **power/internet outage** affecting telehealth
- Bereavement or other **serious, unforeseen hardship**

If you believe a fee was assessed in error, call **8652186222** within **30 days** and we'll review.

6) Reminders and contacting you

We send appointment reminders by call/text/email when available. (Reminders are a **courtesy**; lack of a reminder does not change your responsibility to attend or cancel on time.) Best practices show reminders help reduce no-shows and support access to care.

7) Repeated missed appointments

To protect access for all patients, repeated missed appointments may result in **limited scheduling** (e.g., sameday only) or **dismissal from the practice with notice** and appropriate transition of care to avoid patient abandonment. We will provide written notice and reasonable time to establish care elsewhere if dismissal is necessary.

[\[hollandhart.com\]](http://hollandhart.com), [\[nolo.com\]](http://nolo.com)

8) Hardship & accessibility

If you are facing **financial hardship**, language barriers, disability-related needs, or transportation problems, please tell us. We'll work with you on reminders, **telehealth** where appropriate, and payment arrangements for administrative fees when permitted.

9) How to reach us

Phone: 8652186222

Address: Hope Neurology, 2060 Lakeside Centre Way, Knoxville, TN 37922

Web: hopeneuro.com

10) Acknowledgment

By signing below, I confirm I received, read, and understand Hope Neurology's Cancellation, Reschedule, Late Arrival & NoShow Policy, including special rules applicable to **Medicare** and **TennCare** members.



Patient/Guarantor Signature: _____ **Date:** _____

Printed Name: _____ **DOB:** _____