UC RIVERSIDE
Counseling and Psychological Services

Petition for Missed/Late Cancelled Appointment Charge

Students wishing to appeal a charge for a missed or late-cancelled appointment must submit a Missed Appointment Fee Appeal Petition through the Student Portal. To do so, log in to the Student Portal, navigate to the Upload/Download Forms tab, download the petition form, complete it, and upload the completed form along with any supporting documentation. Students who prefer to submit a paper copy may also print the completed petition and deliver it in person to the CAPS front desk. Appeals must be submitted within seven (7) days of the missed or late-cancelled appointment (see full policy below).

Petition Form (**completed by student**)

First Name:	Last Name:	MI:
Student ID:		
E-mail Address: @ucr.edu		
Date of Request:		
Missed Appointment date:		
Missed Appointment time:		
Explanation for "No-Show/Late Cancellation" of CAPS appointment:		
Supporting Documents (Please list and attach documents):		

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Missed/Late Cancelled Appointment Policy

Due to the high demand for CAPS services and the limited availability of appointments, a CAPS client who does not show for an intake, counseling appointment (individual or couples), testing appointment, or any other pre-scheduled appointment whether in-person or virtual, will be charged **a missed appointment fee of $20**, if cancellation is not made at least twenty-four hours in advance of the scheduled appointment.

Missed Group appointments are not subject to a missed/late cancelled appointment assessment, however, multiple missed appointments to scheduled group therapy may result in termination from group based on the group leader and particular group norms.

CAPS appointments are scheduled for specific lengths of time to ensure adequate service to our clients. Tardiness to appointments has an adverse impact on client care. Client who arrive 15 minutes or more later than their scheduled appointment time are considered to be a **"no-show/ missed appointment"**, will be assessed a missed appointment fee of $20 as outlined above.

For some initial and specialized appointments, you may be required to arrive prior to the actual appointment time to complete required documents/surveys. If you are late to a specified early-arrival appointment, (e.g., an intake appointment) the treating clinician will determine if your appointment can be maintained or will need to be rescheduled. If your appointment is maintained, the appointment will be limited only to the original timeframe of your scheduled appointment (e.g. you may be seen for the remainder of the allotted appointment time only). In some cases, you may be scheduled to return another day to complete that appointment. The decision to be seen for the remainder of the time or to be rescheduled will depend on your arrival time and the clinical judgment of CAPS clinician and the nature of the appointment needs.

For clients who arrive late, the duration of their appointment will be shortened by the amount of time late; you will be seen for the remainder of the initial allotted appointment time.

Clients who repeatedly no-show/late cancel may be deemed ineligible for services at CAPS and referred to a comparable service elsewhere in the community.

Clients/students fees for missed/late cancelled appointments will be billed through their Student Business Services account. Please note: Student Business Services assesses a *$12.50 fee each month to accounts not paid by the deadline date indicated on the Statement of Account.

**CAPS is not responsible for changes in this fee or other charges incurred through the student account.*

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APPEALS: Clients/students may request a fee waiver using the following petition and submit it either in-person to CAPS office or submitted by email to CCPeers@ucr.edu, no later than seven (7) days from date of the missed appointment. Requests may take up to five (5) business days to process. Petitions received **more than seven (7) calendar days** after the late/missed appointment **will not** be considered. Petitions **must** be based on a significant reason and submitted in good faith. Evidence or supporting documentation will be requested.

Examples of acceptable excuses: unforeseen circumstance like sickness/medical emergency, death in family, and auto accidents (with appropriate documentation).

Examples of **unacceptable** excuses: forgot appointment, lost appointment card, wrote down wrong date, finals, traffic, and overslept.

Waivers are reviewed by the CAPS Director, and/or an Assistant Director, in consultation with the treating clinician who may advocate on behalf of the student. A Petition Notice will be sent to the petitioner indicating whether the request was granted via secure message.