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| Lancaster County Drug & Alcohol Commission  | Fiscal # 12<br>Policy: Client No Show Fees and Other Billing Charges to LCDAC Funded Clients |
| Most Current Revision: 03222023 <span style="float: right;">Page: 1 of 1</span><br>Effective Date: 07012020 |  |

**I. Purpose**

To establish protocols regarding the parameters for billing charges to LCDAC funded clients

**II. Procedure**

- A. For LCDAC funded clients, “No Show Fees,” or any other charge or fee assessed to a client, cannot exceed a cumulative amount of \$60.00, in any fiscal year.
  - a. Once the client’s invoice balance of \$60.00 is reached, the facility will discontinue any charge for not showing up for an appointment, or for any other charge to the LCDAC client.
  - b. This \$60.00 maximum does NOT include the charge for client SCA liabilities.
  - c. If the “No Show Fees” is below \$60.00 on July 1, then the facility can once again begin to charge the client for No-Shows, up to when the balance owed reaches \$60.00 again.
  - d. Any further charges for No-Shows, or any fee, must be discontinued for the rest of the fiscal year.
  - e. This requirement does NOT include any charges or amounts assessed to the client before the client became a funded LCDAC client.
    - i. For example, it does not include the co-pays, deductibles, No-Show Fees, etc., during the time when the client was not an LCDAC funded client and may have been covered by insurance, private pay, etc.
- B. LCDAC will NOT pay for any charges imposed by the provider when the client cancels an appointment or does not attend a scheduled appointment.
  - a. These charges will be billed directly to the identified client
  - b. Information pertaining to the “No Show Fees” is to be fully explained to the client AND signed off by the client
- C. No charge will be made to the LCDAC if a client cancels an appointment or does not attend a scheduled appointment. IS THIS THE SAME AS B ABOVE ?

Approved By:



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Rick Kastner LCDAC Executive Director

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Date