November 20, 2019

To: Enrolled Employee Participants of the Fairbanks North Star Borough Health Plan

RE: “No Show” Fee at the Coalition Health Center

The Coalition Health Center charges a $75 “no show” fee each time a patient fails to honor an appointment or cancels an appointment with less than 24 hours’ notice. The Fairbanks North Star Borough health plan has been paying the “no show” fee on behalf of plan participants. Starting January 1, 2020, the “no show” fee will be assessed to the patient when the patient calls to make their next appointment or appears as a walk-in.

We request that if you are unable to honor your appointment, you cancel or reschedule with at least 24 hours’ notice. This will prevent incurring a “no show” fee and will open up the appointment time for another plan participant.

If you have any questions, please contact Carrie Carnes at 907-459-1371.

Sincerely,

Jen Martel,
Acting Risk Manager