



## **PACE 2 Phased (Phase I/II) Assessment Program Process Timeline and Cancellation Policy**

**Effective August 1, 2015**

### **PHASE I**

#### **1. Application**

- There is a *non-refundable* \$350 processing fee due with the application. The \$350 will be applied towards the total assessment costs. This fee must be received before we will take any action the case.
- Within 2 business days of receiving the application and non-refundable \$350 application processing fee, PACE will send the participant and/or referring party detailed instructions about the enrollment process.

#### **2. Enrollment into Phase I**

- As part of the enrollment process PACE will request the remaining Phase I balance. PACE will also request various types of background information from the participant and referring party (if applicable) to aid in the development of the scope and design of the assessment. *Cancellation requests received at any point during the enrollment process are entitled to a full refund less the \$350 application fee.*

#### **3. Development of Phase I Program Outline**

- Once the remaining balance and requested background materials are received, the participant will be considered officially enrolled. PACE will then notify the participant (and/or referring party) of the official date of enrollment as well the anticipated date of our next multidisciplinary case conference, where the participant's case will be reviewed in order to form a customized Phase I assessment plan. *Cancellation requests received after the official date of enrollment, but prior to the multidisciplinary case conference, are eligible to receive a refund of \$7,500.*

#### **4. Scheduling of Phase I**

- Next, PACE will begin working on the scheduling process. Once the schedule has been coordinated and confirmed, PACE will notify the participant for confirmation. *Cancellation requests received during the scheduling process, but prior to the confirmation of Phase I being scheduled, are eligible to receive a refund \$5,000.*

#### **5. Confirmed Schedule of Phase I**

- Once the schedule has been confirmed by all parties, PACE will send a schedule and assessment packet, which will contain all the important details about the evaluation, to the participant. *Cancellation requests made after the schedule has been confirmed will be eligible for a refund according to the schedule below:*
  - A \$5,000 refund will be issued for all cancellations received at least 10 business days prior to the start of Phase I.*
  - A \$2,500 refund will be issued for all cancellations received less than 10, but more than 1 business day prior to the start of Phase I.*
  - No refund will be issued for cancellations made less than 1 business day prior to the start of Phase I.*

## **PHASE II**

### **6. Enrollment into Phase II**

- After the Phase I results have been collected and reviewed, PACE will forward a Phase I report to the referring party. At this time PACE will also contact the participant and request the Phase II payment as well as additional background information (if applicable).
- Once the remaining balance due and other requested background materials are received, the participant will be considered officially enrolled into Phase II.

### **7. Scheduling of Phase II**

- Next, PACE will begin working on the scheduling process. Once the schedule has been coordinated and confirmed, PACE will notify the participant for confirmation. *Cancellation requests received during the scheduling process, but prior to the confirmation of Phase II being scheduled, are eligible to receive a refund of 75% of the Phase II costs.*

### **8. Confirmed Schedule of the Phase II Assessment Program**

- Once the schedule has been confirmed by all parties, PACE will send a schedule and assessment packet, which will contain all the important details about the evaluation, to the participant. *Cancellation requests made after the schedule has been confirmed will be eligible for a refund according to the schedule below:*
  - A 50% refund will be issued for all cancellations made at least 10 business days prior to the start of Phase II.*
  - A 25% refund will be issued for all cancellations made less than 10, but greater than 1 business day prior to the start of Phase II.*

## **RESCHEDULING FEES**

- There is a \$1,000 rescheduling fee for all rescheduling requests received more than 10 business days prior to the assessment start date.
- There is a \$2,500 rescheduling fee for all rescheduling requests received less than 10, but greater than 1 business day prior to the assessment start date.

## **NO-SHOWS**

- No refunds will be issued to participants who fail to show up for their scheduled Phase I or Phase II Assessment.
- If the participant requests to be rescheduled following a “no-show,” he or she will need to repay the entire cost of the program before being rescheduled.

## **REFUND POLICY**

- In order to be eligible for a refund, cancellation requests must be made in writing, either by email, facsimile, or letter. Telephonic cancellations will not be honored
- For the purpose of this document, one business day means 8:00 AM to 5:00 PM, Monday through Friday, excluding all UCSD observed holidays. For a full list of UCSD observed holidays, please visit the following webpage: <http://blink.ucsd.edu/HR/benefits/time-off/holidays.html>
- Extenuating circumstances will be evaluated on a case by case basis.