

WORKERS' COMPENSATION WELCOME



Thank you for choosing MindHope for your client's mental health needs. We are a contract-based psychiatric practice with over 30 years of experience in Workers' Compensation, committed to prompt scheduling, transparent communication, and high-quality clinical care. As a medical-legal provider, we pride ourselves on offering objective, evidence-based evaluations and fostering longstanding relationships with attorneys and referral partners who need a reliable, dedicated provider for their clients. For your convenience, detailed referral information is provided below.

REFERRAL GUIDELINES

- **MindHope operates on a Contract-Based Model.**
- **Under Florida Workers Compensation Law, Florida Statute §440.13(13)(b)**, deviations from the Florida workers' compensation fee schedule are permitted when the provider demonstrates exceptional circumstances such as timely scheduling of the injured worker, communication of physical limitations, participation in case-management systems, engagement in return-to-work programs, expedited reporting of treatment progress, and implementation of proper prescription protocols.
- A **Letter of Guarantee-Fee Agreement** must be signed by the authorized insurance carrier representative, or the supervisor must sign the Fee Agreement within **72 business hours** of receipt. All Agreements are sent via [SignNow](#) or [DocuSign](#).
- **Prepayment is required 14 business days before** psychiatric or psychotherapy evaluations, conference calls, or depositions.
- **The First Report of Injury (FROI)** is required for all referrals.
- **Psychotherapy Services Package** is a prepaid flat fee that covers eight (8) required psychotherapy sessions. If additional sessions are clinically recommended, an authorization request will be submitted for approval or denial before the eight sessions are completed. This will allow the provider to continue treatment without interruption or help prepare the patient for the culmination of psychotherapy. Prepayment will be required before the commencement of any new sessions.
- **Out-of-state referrals are accepted only for IMEs or One-Time psychiatric evaluations unless the client has permanently relocated to Florida. Not all referrals are accepted.**
- Completing questionnaires, medical documents, or reviewing additional medical records will incur an additional fee based on the complexity and scope of the request. Prepayment is required before these services are completed and delivered.

APPOINTMENT POLICIES

- **In-office appointments are required for all patients** as part of comprehensive evaluation, treatment, and medical decision-making.
- **Telehealth can only be used when it's medically necessary and appropriate, at the physician's discretion, during treatment.** Its use as the sole option will be evaluated on an individual basis. Telehealth may be halted if an in-person visit is deemed clinically necessary.
- **For initial evaluations, clients are strictly prohibited from canceling or rescheduling appointments directly;** all changes must be coordinated through the Adjuster, Case Manager, or legal counsel. However, clients remain responsible for attending and complying with the scheduled appointment.
- **Telehealth Authorization Form to be signed along with the Fee Agreement:** There may be situations in which the patient is unable to attend an in-office appointment; providing the option of Telehealth as an alternative, when deemed necessary by the physician, will improve compliance and reduce unnecessary cancellations.
- **Psychiatric services for medication management are billed after each encounter,** per the MindHope contracted fee schedule.

MEDICAL RECORDS:

- **DO NOT send records until we instruct you to do so**
- The initial psychiatric or psychotherapy evaluation includes a review of up to 100 single-sided pages; additional pages will incur a per-page fee as outlined in the MindHope Fee Schedule.
- **Do NOT send medical records to our email unless the total page count is 15 or fewer pages.** Records exceeding 15 pages must be mailed directly to the MindHope office.
- Please notify our office if the records count exceeds 100 pages so we can obtain approval.
- **For older cases, we will inform you of the necessary record dates.**
- The doctor requires **ALL** medical records related to the accident, not just mental health records. Summaries are **NOT** acceptable.

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- Double-sided pages count as two pages.
- Records must be submitted in **chronological order**; otherwise, an administrative organizing fee will apply.
- Records must be received 2–3 weeks prior to the **appointment** to avoid delays or late-submission fees.

DEPOSITIONS & IMEs

- Depositions are scheduled for **one hour**. Any time beyond the hour significantly impacts the physician's schedule, as each additional 15-minute interval is assigned to medication management.
- Pre-deposition conference calls **must** be scheduled concurrently with the deposition.
- IMEs include medical record review, psychiatric evaluation, and a written report delivered within **7–10 business days**, or up to **15 business days** for complex cases.

CANCELLATION & REFUND POLICY

Refund eligibility applies only to the specific service categories listed below, and refunds are not available beyond the stated exceptions. Cancellation is determined by the date and time our office receives written notice. Emails received after business hours are considered received on the next business day. Failure to provide the required advance notice—even by one (1) day—renders the client ineligible for reimbursement, and any request submitted after the deadline will not be honored. Please note: Failure to comply with the advance-notice requirement for any scheduled service will result in forfeiture of all fees and a full-service charge. No exceptions.

Service Type	Required Notice	Refund Term
Psychiatric Evaluations	14 business days advance notice	Refund minus \$750 administrative fee, if timely written notice is received.
Psychotherapy Evaluation & Treatment Package	14 business days advance notice	Refund minus \$750 administrative fee, only if advance notice is provided. Once psychotherapy has begun, the package becomes non-refundable. No-show appointments are non-refundable and fully forfeited. Unused sessions may be eligible for full refund if advanced notice has been provided. If a patient elects to discontinue treatment, MindHope will notify the Adjuster or RNCM immediately; however, discontinuation becomes official only upon receipt of written confirmation from the adjuster and RNCM within seven (7) business days. If no written confirmation is received within that period, all remaining sessions will be non-refundable, as they were reserved in good faith exclusively for the patient.
Psychotherapy Eval ONLY	14 business days	Refund minus \$450 administrative fee, only if advance notice is provided.
Conference Calls / In-Person Conferences	10 business days' notice	Refund minus \$60 administrative fee, if timely written notice is received via our secure email
Settlement Prior to an Evaluation	Written notice via our secure email	The right of cancellation applies if settlement occurs before the scheduled evaluation. If the payment has been received and processed a full refund minus the administrative fee will be issued. For established patients, if a settlement occurs, the MindHope team must be notified immediately. Payer remains financially responsible until MindHope receives written notification of settlement.
Depositions	14 business days advance notice	If advance written notice of cancellation is received within the required timeframe, a refund of \$750 will be issued, representing the refundable portion of the total fee. The remaining \$750 administrative component is non-refundable. Failure to provide advance notice will result in forfeiture of the full \$1,500 fee. If the deposition exceeds one-hour, additional time will be billed at \$232 per 15-minute increment. If the deposition must continue or resume on a separate day, an additional full deposition fee of \$1,500 will apply for each additional day reserved.



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REFUND REQUEST

- Refunds, if applicable, are limited to the professional service fee only. All other administrative service fees are non-refundable.
- All refund requests must be submitted via our secure email only.
- Phone calls, text messages, voicemails, or verbal notices are not accepted. No-show appointments are non-refundable.

COMMUNICATION

- Reminder calls are provided to all our patients as a courtesy; attendance is the patient's responsibility.
- The Adjuster, RNCM, or Legal Counsel must submit requests to modify or cancel an initial evaluation. NOT the patient.
- Settlement notifications must be submitted via secure email; voicemail or verbal notice will not be accepted.
- Our team aims to process referrals within 72 hours. Please note that we receive numerous Workers' Compensation referrals daily. Nevertheless, we will do our utmost to process your request and provide timely assistance.

REQUEST REFERENCE GUIDE

Leslie, Admin Assistant at ldiaz@mindhopeofoviedo.com

- To confirm/cancel/reschedule patients' appointments
- To schedule Psychotherapy Services
- Letters from attorneys to confirm appointments, or any other letters or documents
- Completion of questionnaires or any other documents
- Questions about MMI
- Initial Evaluation Reports
- Progress notes / DWCs
- To confirm depositions or conference calls/cancellations/ rescheduling
- Send Zoom Instructions to this email
- To send the Court Reporter information
- Send Notice of Taking a Deposition
- Any other matter related to the patient

Jean, Office Manager at jrolon@mindhopeofoviedo.com

- Medical records requests
- Canceling or rescheduling patients' appointments
- Confirmation of the patient's appointment
- Pharmacy
- Medications
- Billing
- Or any other concerns

Please direct all requests to Mrs. Figueroa, the Clinical Director, at info@mindhopeofoviedo.com for efficient scheduling of conferences, depositions, and new referrals.

Florida Statutes 440.13 (3)(j): "A sick or injured employee shall be entitled, at all times, to free, complete, and absolute choice in selecting the pharmacy or pharmacist to dispense and fill prescriptions for medicines required under this chapter. It is expressly forbidden for the department, an employer, or a carrier, or any agent or representative of the department, an employer, or a carrier, to select the pharmacy or pharmacist which the sick or injured employee must use; condition coverage or payment based on the pharmacy or pharmacist utilized; or to otherwise interfere in the selection by the ill or injured employee of a pharmacy or pharmacist.

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FEE SCHEDULE

<<<< Psychiatric or Psychotherapy Evaluation Fee—Includes review of up to **100 single-sided pages** of Medical Records >>>>
A non-refundable administrative fee of \$750 applies to all Psychiatric Evaluations, Psychotherapy Packages, and Depositions.

99456, 90791, 90792 IME Fit for Duty Disability Psych Evaluation ONLY Psychiatric Eval and Treat \$3,000	9079 Psych Eval for SCSC Pre-Surgery Eval \$2,000	Psychiatric f/u visit 99213-\$167 99214-\$232 99215-\$323 NS: same fee	Psychotherapy Services Initial Evaluation plus eight required sessions: \$3,000 Evaluation ONLY (no treatment): \$800 Follow-up: -\$275 90839: \$290 Crisis Therapy NS: same fee as above
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DEPOSITIONS

Fee: 1,500

Depositions are billed at a **flat rate** which includes the administrative fee and the \$300 statutory witness fee.
Depositions are typically scheduled following the client's examination; however, we can accommodate requests to conduct the deposition concurrently with the evaluation, including a pre-deposition teleconference where appropriate. Such arrangements necessitate a **non-refundable credit card payment**. If additional medical records are to be submitted prior to the deposition for review, they must be received at our office by mail no later than three (3) weeks before the scheduled date. Review of supplementary records will incur an additional fee contingent upon the volume and complexity of the case. Please note that once a deposition has been scheduled, if a pre-deposition conference call is subsequently requested, we cannot guarantee the availability of a suitable time slot aligned with the deposition schedule. Therefore, we strongly recommend coordinating both appointments simultaneously to ensure proper scheduling.

TELEPHONIC OR IN-PERSON CONFERENCES

Fee: \$265

Conference calls and in-person meetings are scheduled to last fifteen (15) minutes. Please be advised that exceeding the allocated time, even by five (5) minutes, interrupts the physician's schedule, as this period is allocated for patient care. Consequently, any additional time beyond the scheduled fifteen minutes will be billed at the standard rate in fifteen-minute segments.

MEDICAL RECORDS REQUEST

Fee: \$2.75 per page

Please note that double-sided copies count as two (2) pages.

Requests for medical records are usually processed within seventy-two (72) hours of receipt. However, while we strive to meet this timeframe, processing cannot always be guaranteed and may sometimes require additional time.

New Evaluations: To ensure the timely completion and delivery of the **evaluation report**, records must be submitted **2-3 weeks before** the scheduled evaluation. An extra fee applies for records exceeding the one hundred (**100**) pages included in the initial evaluation fee. Records received **after** the deadline will also incur an additional fee, which will be based on the volume and complexity of the submitted records. Timely submission is critical, as late records may delay the preparation and delivery of the report.

DISORGANIZED OR DUPLICATES RECORDS

The requesting or referring party is responsible for ensuring that all submitted medical records are properly organized and **free of duplicate pages**. Our office does not conduct reviews for duplication; we only verify the total page counts and will invoice for any discrepancies identified. Should the requesting party subsequently determine that duplicate pages were included and wish to have our team perform a formal review for duplicates, such a service may be requested and will be billed as a separate fee. Additionally, disorganized records might incur an extra charge depending on the level of sorting required.

PSYCHOTHERAPY RECOMMENDATION AND COORDINATION

If the doctor recommends psychotherapy, the carrier's assigned workers' compensation (WC) case team (adjuster, RN case manager, case manager, or other authorized representative) must coordinate these services following the psychiatrist's recommendations. We offer psychotherapy services in-house; however, therapy services for your client can be coordinated outside our office. The WC team handling the case is expected to arrange such appointments in-house or outside our facility.

TIMEFRAME TO ADD TREATMENT

Evaluation-only referrals permit a period of **60 business days** for treatment requests. Beyond this timeframe, a **new referral and the corresponding full evaluation fee** are required. Kindly review the report promptly to ensure treatment requests are submitted within the specified period.