



## WORKERS COMPENSATION | GENERAL | FINANCIAL POLICIES

We do not accept virtual credit cards as a form of payment for Evaluations

- **Pre-payment** is required 14 business days prior to the scheduled appointment. If payment is not received by the due date, the appointment will be cancelled. This policy does not apply to follow-up visits, which are billed after the date of service.
- Five business days' notice is required to cancel or reschedule a conference call or in-person conference. In-person conferences will **not** be scheduled on the same day as the client's appointment.
- For **psychiatric evaluation appointments**, we require at least 14 business days' advanced notice to cancel or reschedule. If payment has already been received and processed, a refund will be granted minus an administrative fee of \$550. Emergencies will be considered on a case-by-case basis. No-shows, same-day cancellations, or failure to provide the required advanced notice will result in a full charge.
- If you are **anticipating a settlement**, please note that our cancellation policy applies to all clients equally. It is the responsibility of the adjuster, case manager, or legal counsel to notify our office if a settlement is reached, not the client. If we do not receive notification of a settlement via email, it is understood that the insurance carrier (**Payor**) will reimburse MindHope for any services provided after the settlement until notification is received. Notification is expected to be delivered the day before any scheduled appointment.
- **Depositions** require advanced planning and coordination. We require at least 14 business days' notice to cancel or reschedule a deposition. If a deposition is cancelled or the client settles before the scheduled date and it is not within the 14-day notice period, the administrative fee will be non-refundable. Refunds may take 15-30 days to process. If a deposition extends beyond the scheduled time, there will be a charge of \$10 per additional minute. Additional records sent for review will incur a charge of \$2 per printed page.
- We allow a six-month period to claim any **refunds** in writing. After this time frame, no refunds will be made.
- **Independent medical evaluations (IMEs)** or any other type of evaluation includes record review, a face-to-face psychiatric evaluation, and a professionally written report by a professional transcriber. Written reports will be delivered within 7-10 business days (complex evaluations may require additional time, but not to exceed 15 days). Any questions or concerns after the report has been written must be coordinated as a conference call, for which prepayment will be required. A minimum charge of \$190 per 15-minute conference call will apply
- Any request for **review of records or completion of documents** during or after the patient's treatment will be billed based on the potential length and complexity of the records provided, including any written report. Fees for this service must be agreed upon before payment is required and before the report or documents are released. If the physician has already reviewed the records or completed the requested documents, the fees will be non-refundable.
- Medication management for non-contract-entails a crucial protocol. In accordance with Section 440.13(3)(d), F.S., a carrier who fails to respond to a provider's written request for medication treatment authorization within three business days **consents** to the medical necessity. In cases where the patient designates MindHope as their preferred pharmacy as a reputable registered facility MindHopw will dispense the medication to the patient and will ensure that patients receive the necessary medications promptly, minimizing any delays of disruptions in their treatment. This will significantly contribute to enhancing the quality of patient care.

We appreciate your understanding of these policies and look forward to working with you to provide top-quality evaluation services

### REVISED 2023

**Client's Right:** [Rules Under Chapter 440, Florida Statutes](#)

"In Florida, an injured worker has the right to select a pharmacy or pharmacist. Florida Law prohibits interference with the right the patient has to choose a pharmacy at any time a patient becomes dissatisfied with their pharmacy or pharmacist's services, they can seek another pharmacy to fill their prescription. The insurer, Attorney, Adjuster or Case Manager, Physician, or Nurse cannot interfere with their rights to choose which pharmacy they prefer.