



PLEASE PROVIDE THE FROI (FIRST REPORT OF INJURY)

(If FROI has been provided disregard message)

**PLEASE DO NOT SEND ELECTRONIC PAYMENTS UNLESS PRIOR ARRANGEMENTS
HAVE BEEN MADE WITH OUR BILLING DEPARTMENT.
VIRTUAL CREDIT CARDS ARE NOT ACCEPTED**

Before completing the top portion of the Letter of Guaranty-Fee Agreement (LOG) make sure that you have reviewed our welcome letter as it contains important information regarding medical records. This information is crucial and will assist in the decision-making process regarding the acceptance or denial of a referral.

Please ensure that all sections on the **LOG** are completed to avoid any delays. **Our billing department sends the agreements along with all HCFA claims.** If attorneys are involved, it is vital to provide the names and emails of the Paralegals as they serve as the main point of contact. Please **DO NOT** provide the attorneys' emails; instead, provide the Paralegals' emails. If no attorneys are involved, please write N/A.

After completing the top portion of the **LOG** please return the completed document so that we can finalized the referral process. **DO NOT CONVERT THE DOCUMENT TO PDF.** The official **LOG** will be sent to the Adjuster and/or Attorney along with an invoice for review and signature. Depending on the initiator of the service request, Case Managers, Nurses, and/or Legal Counsel will be copied. Both documents will include the appointment date and time and must be returned within **48** hours for timely processing.

Please note that appointments cannot be held if these documents are not signed and returned within the specified timeframe. Additionally, be aware that appointments are tentative and will be officially confirmed upon receipt of payment. Prepayment is required fourteen **(14)** business days prior to any scheduled appointment unless payment is made via credit card. If you have any questions, please do not hesitate to contact us.

DEPOSITIONS

Please be advised that for new evaluations, we do not arrange depositions before the client has been examined by the doctor. Depositions are scheduled subsequent to the client's examination. However, if it is necessary to arrange a deposition at the time of scheduling the initial evaluation appointment, we are willing to accommodate such requests. Kindly note that this arrangement will necessitate a nonrefundable credit card payment.

Special Note: The initial reports are typically delivered within 7-10 business days, accompanied by the DWC form. In cases of greater complexity in evaluation, delivery may extend up to 15 days. Should additional time be necessary, your office will be promptly notified. When treatment has been requested, please note that DWCs will thereafter be delivered within 2-4 business days

**Thank You
MindHope Team**