



## WORKERS COMPENSATION | GENERAL | FINANCIAL POLICIES

- **Virtual Credit Cards and/or Electronic Payments:** We do not accept virtual credit card or any other electronic form of payments from the insurance carrier or a third party used by the carrier unless prior arrangements have been made with our Billing Department. **Sending electronic payments without approval will result in the cancellation of any scheduled appointments. Please make sure to get approval first by our office before sending any payment.**
- **Pre-payment** is required fourteen (14) business days before the scheduled appointment for new evaluations only. Failure to submit payment by the due date will result in appointment cancellation. This policy does not apply to follow-up visits, which are billed after the date of service.
- Five (5) business days' notice is required to cancel or reschedule a telephone or in-person conference. In-person conferences will not be scheduled on the same day as the client's appointment. For **psychiatric/psychotherapy evaluation** appointments, a minimum of 14 business days advanced notice is required to cancel or reschedule. Refunds for cancellations made after payment processing 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.
- **Anticipating a settlement:** Our cancellation policy applies equally to all patients. It is the responsibility of the adjuster, case manager, or legal counsel to notify our office via email of any settlement reached. Failure to provide notification will result in the insurance carrier (**Payor**) reimbursing the Provider for services provided after the settlement until notification is received. **Notification is expected to be delivered no later than a day before the patient's next scheduled appointment.**
- **Depositions require advanced planning and coordination.** Cancellations made with at least fourteen (14) days' notice will be refunded the 'witness fee.' Administrative fees are **non-refundable**. Cancellations outside the designated timeframe will not be refunded. Additional charges will apply for **extended** depositions at a rate of ten dollars (\$10) per additional minute. Additional record review will incur a separate charge. **Pre-deposition conference calls** must be coordinated simultaneously when scheduling a new evaluation and/or a deposition for an established patient. There is no guarantee that a slot will be available afterward. **Depositions and pre-deposition conference call requests (for new evaluations only)** are typically scheduled post-evaluation. Prepayment is required and non-refundable if coordination is necessary before the client's appointment. For efficiency, deposition coordination is recommended after the doctor has met the client and delivered the report.
- **Refund on all Services: Requests must be sent via email and/or a letter with the company logo via USPS within six months. No refunds will be granted after this timeframe. Processing time for refunds is 15-30 days.**
- **Pre-IME or Evaluation ONLY Conference Calls:** must be coordinated when scheduling the Evaluation. There is no guaranty that a slot will be available after the appointment has been coordinated.
- **Independent Medical Evaluations (IMEs)** include a record review, a face-to-face psychiatric evaluation, and a professionally written report by a certified transcriber. Written reports will be delivered within 7-10 business days (*complex evaluations may require additional time, but not exceeding 15 days*). Should you have any questions or concerns after the report is finalized, we will address them through a conference call, which requires prepayment. Please note a minimum charge of \$200 per 15-minute conference call will apply. Separate charges will apply for any additional record review or document completion requests. Requests for record review or document completion during or after treatment will be billed based on complexity. Fees must be agreed upon before payment is required and before the release of reports or documents. Fees for services already rendered are non-refundable.
- **Medication management** for non-contract entails a protocol as per Section 440.13(3)(d), F.S. Failure to respond to a provider's written request for medication treatment authorization within three business days implies consent to medical necessity. MindHope, as the patient's preferred pharmacy, will promptly dispense necessary medications to enhance patient care.

REVISED 2024 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.

We appreciate your understanding of these policies as we strive to deliver top-quality evaluation services.