



## WORKERS' COMPENSATION

### Quick Reference Referral Guidelines



MindHope is a Contract-Based Psychiatric Practice specializing in medical-legal evaluations, with more than thirty years of dedicated experience in Workers' Compensation. We accept referrals from attorneys, legal nurse consultants, employers, insurance carriers, adjusters, and case managers—providing objective, evidence-based assessments grounded in longstanding collaborative relationships with our referral partners. The following is a concise guide outlining referral procedures, financial policies, and scheduling expectations.

#### REFERRAL REQUIREMENTS

**⚠ MindHope operates on a Contract-based model.** Per Florida Statute §440.13(13)(b), deviations from fee schedules are permitted under written agreement.

- ❖ **The MindHope Fee Agreement and Invoice must be executed within 3 business days by an authorized representative with authority to bind the carrier and or other to payment.** The Agreement and invoice will be sent (via [SignNow](#) or [DocuSign](#)).

First Report of Injury (FROI) required for all referrals.  
Initial evaluations include up to 100 single-sided pages of records.; additional pages billed. Double-sided copies are considered 2 pages.

#### FINANCIAL POLICY

##### Accepted Payment Methods:

**Paper checks only, mailed to our office.**

- >Electronic payments not accepted unless prior arrangements have been made.
- >Hard copy letters with virtual credit card information will NOT be accepted.

**⚠ All services require prepayment. Evaluations & conferences: payment due 10= business days before appointment. Depositions: 14 business days before. Appointments subject to cancellation if payment is not received by the deadline.**

MINDHOPE SERVICE	FEE
IME   Fit for Duty   Disability   Psych Eval Only   Psych Eval & Treat (99456, 90791, 90792)	<a href="mailto:info@mindhopeofoviedo.com">Send us your request to info@mindhopeofoviedo.com</a>
Psych Eval for SCSC   Pre-Surgery Eval (90792)	“
MindHope Psychotherapy Package (Eval + 8 Sessions)	“
Psychotherapy Evaluation ONLY (no treatment)	“
Psychiatric Follow-Up: 99213   99214   99215	“
Psychotherapy Follow-Up (90837)   Crisis (90839)	“
Deposition (flat rate incl. Admin/Prof. Hold + \$300 statutory witness fee)	“
Telephonic or In-Person Conference (15 min)	“
Medical Records Request	“
Completion of Questionnaires or Other Documents	<b>TBD*</b>
Additional time beyond scheduled conference/deposition	Standard rate (per 15-min)

\*Complexity-based. Follow-up visits billed after DOS per MindHope Fee Schedule.

##### Non-Refundable Admin/Professional Hold Fees:

- \$750** — all psychiatric evaluations and psychotherapy evaluation packages
- \$800** — depositions (timely); **full \$1,300 forfeited** if fewer than 10 bus. days' notice
- \$250** — psychotherapy evaluation only (no sessions)

#### DEPOSITIONS, IMES & CONFERENCES

**Depositions:** Are scheduled for one hour. Any time beyond the scheduled hour will be billed at \$265 per 15-minute increment, consistent with the standard conference rate.

**IMEs:** record review, psych eval, written report —delivered between 7 to 10 bus. days and up to 15 business days depending on complexity of the case.

**Conferences:** 15 min. Overages billed in 15-min increments.

#### Paper Review / Records-Only Independent Medical Examination Service Available

#### CONT. MEDICAL RECORDS & REPORTS

##### MEDICAL RECORDS & REPORTS

- >**Do not send records until instructed.**
- >Initial eval includes up to **100 single-sided pages**; additional pages billed. Double-sided copies are considered 2 pages.
- >**All records must be submitted in hard copy and mailed to our office no later than 2–3 weeks prior to the scheduled evaluation date. Electronic submissions are accepted only for records totaling 15 pages or fewer.** Please note that all medical records **must be submitted in an organized manner** and NOT duplicates. If our staff is required to organize the medical records on your behalf, **an additional charge will apply for this service.**
- >All accident-related records required. Summaries **not accepted.**
- >Chronological order required.
- >Initial Eval delivery; Reports+DWC: 7–10 bus. days
- >Progress notes with DWCs: 2–5 bus. days.

[Contact Reference Guide Below](#)

#### TIMEFRAME TO ADD TREATMENT

**⚠** If a referral was submitted for evaluation only (including IME) and the requesting party subsequently determines that psychiatric treatment is appropriate, a treatment authorization must be submitted within **60 business days** of the report delivery date. Treatment requests received within this window will not require a new evaluation fee. Requests submitted **after** this period will require a new referral and full evaluation fee.

#### PSYCHOTHERAPY SERVICES

**Package:** prepaid flat fee — evaluation + 8 required sessions. Additional sessions require authorization before the 8th session is completed.  
Psychotherapy may be provided in-house or by an outside provider per the psychiatrist's recommendation.

#### CANCELLATION & REFUND POLICY

**⚠ Cancellations via secure email ONLY. Phone, voicemail, and verbal notice NOT accepted. Missing notice by even one (1) day = no refund. No-shows forfeited in full. Refunds processed within 15–30 business days. Settlement before evaluation: If payment has been received and processed Admin/Prof fee-non-refundable.**

SERVICE	NOTICE	REFUND TERMS
Psychiatric Eval — Timely	10 bus. days	Refund minus <b>\$750 Admin/Professional Hold Fee</b>
Psychiatric Eval — Late	<10 bus. days	<b>Full fee forfeited</b>
Psych-Therapy-Pkg-Pre-Timely	10 bus. days	250 Admin/Prof. Hold retained; \$2,750 refunded
Psych-therapy Pkg-Pre-Eval Late	<10 bus. days	\$800 retained; \$2,200 (unused sessions) refunded.
Established pts-therapy Pkg In the event of a Settlement	5 bus. days before next session	<b>Timely:</b> unused sessions refunded in full. <b>Late:</b> next session forfeited; remaining sessions refunded.
Psychotherapy Package — Deauthorization/ Other	N/A	<b>No refunds for refund for unused sessions</b>
Psychotherapy Eval Only	10 bus. days	\$250 Admin/Prof. Hold retained; balance refunded.
Established Patients (F/U)	Via email	Payer liable for all scheduled appointments until written settlement notice is received via email.
Conference Calls	10 bus. days	Refund minus <b>\$60 Admin/Professional Hold Fee</b>
Depositions — Timely	14 bus. days	<b>\$800 Admin/Professional Hold Fee non-refundable;</b> \$200 + \$300 statutory witness fee refunded ( <b>\$500 total refund</b> ).
Depositions — Late-- after this deadline	≤ 14 bus. days	<b>Full \$1,300 forfeited</b> — physician's scheduling commitment cannot be reallocated with less than 14 business days' notice.

#### APPOINTMENT POLICIES

- >**In-office appointments required** for all patients.
- >Telehealth at physician's discretion; may be halted if in-person visit is clinically necessary.
- >Initial evaluations: clients may **NOT** cancel or reschedule directly — all changes through Adjuster, RNCM, Case Manager, or Legal Counsel.
- >Reminder calls are a courtesy; attendance is the patient's responsibility.

Send Payments to: **MindHope of Oviedo**  
**2572 West State Road, 426**  
**Suite 3056**  
**Oviedo, FL 32765**

*Florida Statute §440.13(3)(f): "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. It is expressly forbidden for the department, employer, carrier, or any agent thereof to select the pharmacy or pharmacist, condition coverage based on pharmacy utilized or otherwise interfere in the employee's selection of a pharmacy or pharmacist."*

**Jean R., Office Manager/Billing Specialist/Pharmacy**  
[jrOLON@mindhopeofoviedo.com](mailto:jrOLON@mindhopeofoviedo.com)

Medical records | Cancel/reschedule appointments | Appointment confirmations | Pharmacy & medications | Patient billing | WC Billing | Attorney letters & documents

**Leslie D., Admin Assistant/Workers Comp**  
[ldiaz@mindhopeofoviedo.com](mailto:ldiaz@mindhopeofoviedo.com)

Confirm/cancel/reschedule appointments | Coordinates psychotherapy appts | Conferences & depositions | MMI inquiries | Eval reports & DWCs | Zoom instructions | Court reporter info | Notice of Taking Deposition

**Mrs. Figueroa, Clinical Director**  
[info@mindhopeofoviedo.com](mailto:info@mindhopeofoviedo.com)

New referrals | Conferences & depositions | Oversees all clinical, administrative, and WC operations

