

WORKERS' COMPENSATION WELCOME



Thank you for choosing MindHope for your client's mental health needs. We are a **contract-based psychiatric practice** with over thirty (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, including 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 adherence to 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 three (3) business days of receipt. All agreements are sent via [SignNow](#) or [DocuSign](#).
- **Advance Payment & Reservation:** Prepayment is required to reserve all appointments. Payment must be received no later than ten (10) business days before the scheduled appointment date. Appointments not paid by this deadline may be cancelled by the practice, and the time slot released.
- The First Report of Injury (FROI) is required for all referrals.
- The Psychotherapy Services Package is a prepaid flat fee covering eight (8) required psychotherapy sessions. If additional sessions are clinically recommended, an authorization request will be submitted for approval or denial before the eight (8) sessions are completed. This allows the provider to continue treatment without interruption or to help prepare the patient for the culmination of psychotherapy. Prepayment is 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 the comprehensive evaluation, treatment, and medical decision-making process.
- Telehealth may be used, at the **physician's discretion**, when medically necessary and appropriate 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.
- A Telehealth Authorization Form will be sent to the adjuster for review and signature. In situations where the patient is unable to attend an in-office appointment, telehealth may be offered as an alternative when deemed appropriate by the physician. This option improves compliance and reduces 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 instructed to do so.
- The initial psychiatric or psychotherapy evaluation includes a review of up to one hundred (100) single-sided pages; additional pages will incur a per-page fee as outlined in the MindHope Fee Schedule.
- Do not send medical records via email unless the total page count is fifteen (**15**) pages or fewer. Records exceeding fifteen (15) pages must be mailed directly to the MindHope office.
- Please notify our office if the record count exceeds one hundred (100) pages so we can obtain approval.
- For older cases, we will provide the required record dates.
- The physician requires **all medical records** related to the accident, not just mental health records. Summaries are not acceptable.
- Double-sided copies 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.

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DEPOSITIONS & IMEs:

- Depositions are scheduled for one (1) hour. Any time beyond the hour significantly impacts the physician's schedule, as each additional fifteen (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 seven (7) to ten (10) business days, or up to fifteen (15) business days for complex cases.

REFUND POLICY & CANCELLATION

All MindHope services, including evaluations, depositions, and conference calls, require advance payment to reserve the scheduled time, which must be received no later than ten (10) business days prior to the appointment; services are not guaranteed, and appointments may be cancelled and the time released if payment is not timely received. Once payment is received, the administrative fee applicable to each service is non-refundable. All cancellation and scheduling requests must be submitted via our secure email. Emails received after business hours are considered received on the next business day. If cancellation is received at least ten (10) business days prior to the scheduled appointment, the professional service fee will be refunded, less the non-refundable administrative fee. Failure to provide the required advance notice—**even by one (1) day**—renders the client ineligible for any refund. Cancellations received with fewer than ten (10) business days' notice, failure to appear, or unavailability at the scheduled time are non-refundable due to scheduling commitments, preparation time, and the limited ability to rebook Workers' Compensation services. Approved refunds will be processed within fifteen (15) to thirty (30) business days.

Service Type	Required Notice	Refund Term
Psychiatric Evaluations	Ten (10) business days advance notice	Refund minus \$750 administrative fee, if timely written notice is received.
Psychotherapy Evaluation & Treatment Package	Ten (10) business days advance notice	Refund minus \$750 administrative fee, only if advance notice is provided prior to the evaluation. Once the evaluation has been completed, it is non-refundable. In the event of a case settlement, unused sessions are eligible for a partial refund of 50% of the session fee. No refunds will be issued for unused sessions if the carrier deauthorizes treatment during the approved sessions or if the patient elects to discontinue. No-show appointments are non-refundable and fully forfeited. Settlement notifications must be submitted via secure email; the payer remains financially responsible until written notification is received.
Psychotherapy Evaluation ONLY	Ten (10) business days advance notice	Eligible for refund minus \$450 administrative fee, only if advance notice is provided.
Conference Calls / In-Person Conferences	Ten (10) business days advance 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 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	Ten (10) business days advance notice	If advance written notice of cancellation is received within the required timeframe, a refund of \$300 will be issued, representing the statutory witness fee. The remaining fee is non-refundable. Failure to provide advance notice will result in forfeiture of the full \$1,300 fee. If the deposition exceeds one (1) hour, additional time will be billed at \$250 per fifteen (15)-minute increment. If the deposition must continue or resume on a separate day, an additional full deposition fee of \$1300 will apply for each additional day reserved.





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COMMUNICATION

- For cancellations or refund requests, please note that phone calls, text messages, voicemails, or verbal notices are not accepted.
- Reminder calls are provided to all patients as a courtesy; attendance remains 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 seventy-two (72) hours. Please note that we receive numerous Workers' Compensation referrals daily; however, we will do our utmost to process your request promptly.**

REQUEST REFERENCE GUIDE

[Leslie, Admin Assistant at ldiaz@mindhopeofoviedo.com](mailto: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](mailto: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

A non-refundable administrative fee of \$750 applies to all psychiatric evaluations and psychotherapy evaluation packages.

A non-refundable administrative fee of \$1,000 applies to depositions. For psychotherapy evaluations only (without sessions), the non-refundable administrative fee is \$450.

99456, 90791, 90792 IME Fit for Duty Disability Psych Evaluation ONLY Psychiatric Eval and Treat <p style="text-align: center; color: red;">\$3,000</p>	9079 Psych Eval for SCSC Pre-Surgery Eval <p style="text-align: center; color: red;">\$2,000</p>	Psychiatric f/u visit 99213-\$160 99214-\$222 99215-\$315 NS: same fee	Psychotherapy Services Initial Evaluation plus eight required sessions: \$3,000 Evaluation ONLY (no treatment): \$800 90837-- Follow-up: -\$275 90839: \$290 Crisis Therapy NS: same fee as above
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DEPOSITIONS

Fee: \$1300

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 **require** a non-refundable credit card payment. If additional medical records **for review** are to be submitted prior to the deposition, they must be received at our office **via** 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 time is reserved for patient care. Consequently, any additional time beyond the scheduled fifteen (15) minutes will be billed at the **standard** rate in fifteen (15)-minute **increments**.

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. While we strive to meet this timeframe, processing cannot always be guaranteed and may occasionally require additional time.

New Evaluations: To ensure the timely completion and delivery of the evaluation report, records must be submitted **two (2) to three (3) weeks before** the scheduled evaluation. An additional 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 based on the volume and complexity of the submitted materials. 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 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 may incur an additional fee based on the level of sorting required.

PSYCHOTHERAPY RECOMMENDATION AND COORDINATION

If the physician recommends psychotherapy, the carrier's assigned workers' compensation (WC) case team (adjuster, RN case manager, or other authorized representative) must coordinate these services in accordance with the psychiatrist's recommendations. We offer psychotherapy services in-house; however, therapy for your client may also be coordinated through an outside provider. The WC team handling the case is responsible for arranging such appointments, whether in-house or at an external facility.

TIMEFRAME TO ADD TREATMENT

Evaluation-only referrals allow treatment requests to be submitted within sixty (60) **business days**. Beyond this timeframe, a new referral and the corresponding full evaluation fee are required. Please review the report promptly to ensure treatment requests are submitted within the specified period.

MindHope reserves the right to adjust fees for depositions, telephonic or in-person conferences, and document completion at any time without prior notice.
The fees in effect at the time of scheduling will apply to confirmed appointments.