

MINDHOPE OF OVIEDO

Forensic Psychiatry • Medical-Legal & Workers' Compensation Services

WORKERS' COMPENSATION

Referral Guidelines

With over thirty years of experience, MindHope specializes in conducting medical-legal psychiatric evaluations within the Florida Workers' Compensation framework. We operate exclusively on a contractual basis. In accordance with section 440.13 of the Florida Statutes, reimbursement for our evaluations is determined through a mutually agreed-upon contract price rather than the statutory maximum reimbursement allowance set by the state fee schedule. We accept referrals solely from attorneys, legal nurse consultants, employers, insurance carriers, adjusters, and case managers. Each evaluation is objective and evidence-based, reflecting the professional standards that have sustained our collaborative relationships with referral partners over decades.

The following is a concise guide to our referral procedures, financial policies, and scheduling expectations.

REFERRAL REQUIREMENTS

- **MindHope Fee Agreement and Invoice** must be executed within 3 business days by an authorized representative with authority to bind the carrier (or other payer) to payment. The Agreement and Invoice are sent via SignNow or DocuSign.
- **First Report of Injury (FROI)** is required where applicable.
- Initial evaluations include up to 100 single-sided pages of records; additional pages are billed. Double-sided copies count as two pages.

FINANCIAL POLICY

Accepted payment methods.

- Paper checks only, mailed to our office.
- Electronic payments are not accepted unless prior arrangements have been made.
- Hard-copy letters from the insurance carrier or third-party handling entity containing virtual credit card information are not accepted.

Prepayment required. The following services require prepayment: initial evaluations, conference calls, depositions, and completion of additional medical documents.

Conference calls: payment is due 10 business days before the appointment.

Depositions: payment is due 14 business days before the appointment.

Appointments are subject to cancellation if payment is not received by the deadline.

SERVICES OFFERED

MindHope offers the following medical-legal and treatment services in Workers' Compensation matters:

- **Evaluations:** IME, Fit-for-Duty, Disability, Psychiatric Evaluation (Eval Only), Psychiatric Evaluation & Treatment (99456, 90791, 90792), and Psychiatric Evaluation for SCSC / Pre-Surgery (90792).
- **Records-Only Review:** Paper Review / Records-Only Independent Medical Review.
- **Psychotherapy:** Psychotherapy Package (evaluation + 8 sessions) and Psychotherapy Evaluation Only (no treatment).
- **Follow-Up & Ongoing Care:** Psychiatric Follow-Up (99213 / 99214 / 99215), Psychotherapy Follow-Up (90837), and Crisis sessions (90839).

- **Legal & Consultative:** Depositions, telephonic or in-person conferences, and completion of questionnaires or other documents.
- **Records Services:** If medical records need to be organized by our staff a separate charge will apply.

Fees. Fees vary depending on the type of service requested, scheduling requirements, page volume, and the nature of the referral. For current fee information, authorization requirements, or referral inquiries, please contact MindHope directly (see the Contact Reference Guide below).

Certain services carry a non-refundable administrative/professional hold fee — including all psychiatric evaluations, psychotherapy evaluation packages, psychotherapy evaluations, and depositions. The applicable amounts are provided at the time of referral.

RUSH / EXPEDITED REPORTS

Rush/expedited reports are delivered in 4–6 business days, subject to availability (maximum 500 single-sided pages of records). An additional fee applies; rush fees are prepaid and non-refundable.

CANCELLATION & REFUND POLICY

Cancellations must be submitted by secure email only. Phone, voicemail, and verbal notice are not accepted.

Missing the required notice by even one (1) day results in no refund. No-shows are forfeited in full. Refunds are processed within 15–30 business days.

Settlement before evaluation: if a case settles before the evaluation and payment has been received and processed, the administrative/professional hold fee is non-refundable.

Refund terms by service. Required notice periods and refund treatment are summarized below. Specific fee amounts are provided at the time of referral.

Service	Required Notice	Refund Terms
Psychiatric Evaluation — Timely	10 business days	Refund issued, less the administrative/professional hold fee.
Psychiatric Evaluation — Late	Under 10 business days	Full fee forfeited.
Psychotherapy Package — Timely	10 business days	Administrative/professional hold fee retained; balance refunded.
Psychotherapy Package — Late	Under 10 business days	Reserved provider time retained; unused sessions refunded.
Psychotherapy Evaluation Only	10 business days	Administrative/professional hold fee retained; balance refunded.
Psychotherapy Package — Deauthorization / Other	—	No refund for unused sessions.
Conference Calls	10 business days	Refund issued, less the administrative/professional hold fee.
Depositions — Timely	14 business days	Statutory witness fee refunded (no testimony taken) plus a courtesy credit for timely notice; the professional service fee is retained and non-refundable.
Depositions — Late	Within 14 business days	Full deposition fee forfeited; the physician's reserved time cannot be reallocated.

Service	Required Notice	Refund Terms
Established Patients (Follow-Up)	Via secure email	Payer is liable for all scheduled appointments until written settlement notice is received.

Established Patients — Therapy Package (Settlement). The adjuster or RNCM must notify MindHope of a settlement within 5 business days of the settlement date — defined as the date the parties reach agreement at mediation or through negotiation, not the date the paperwork is finalized with the Judge — by secure email, combining the settlement notice and any refund request.

Timely notice (received within 5 business days of the settlement date): sessions already scheduled within 10 business days of the notification date are non-refundable, as the therapist's time has been reserved and cannot be reallocated. Sessions scheduled more than 10 business days out are refunded, less the administrative/professional hold fee.

Late notice (received more than 5 business days after the settlement date): all unused sessions are forfeited and no refund will be issued.

APPOINTMENT POLICIES

- In-office appointments are required for all patients.
- Telehealth is offered at the physician's discretion and may be halted if an in-person visit is clinically necessary.
- For initial evaluations, clients may not cancel or reschedule directly — all changes must go through the adjuster, RNCM, case manager, or legal counsel.
- Reminder calls are a courtesy; attendance is the patient's responsibility.

DEPOSITIONS, IMES & CONFERENCES

Depositions. Depositions are scheduled for one hour. Time beyond the scheduled hour is billed in 15-minute increments per the current fee schedule.

We recommend scheduling additional services — including pre-deposition conference calls, depositions, and post-deposition conference calls — after the doctor has met with the client and delivered the report. This lets you review the report and confirm which services are truly needed before committing, avoiding unnecessary charges on your end and reserved time on ours.

If you prefer to coordinate all appointments in advance — including any combination of pre-deposition conference call, deposition, or post-deposition conference call — we are happy to accommodate. Prepayment is required for all scheduled services and is non-refundable once confirmed, as the doctor's availability is reserved on your client's behalf.

Pre- or post-deposition conference calls requested after the deposition has been scheduled are subject to availability and require non-refundable payment.

IMEs. Record review, psychiatric evaluation, and written report are delivered in 7–10 business days, and up to 15 business days depending on the complexity of the case.

Conferences. Conferences are 15 minutes; overages are billed in 15-minute increments.

MEDICAL RECORDS, REPORTS & OTHER

Please do not send records until instructed. The doctor may request digital records, hard copies, or both, and prefers them arranged chronologically and clearly labeled.

- All records must be submitted no later than 2–3 weeks prior to the scheduled evaluation date. If our staff is required to organize the records on your behalf, an additional hourly fee applies (one-hour minimum). Duplicate records are not refunded.
- When a referral involves multiple unrelated or related dates of accident (DOA) — for example, aggravation, re-injury, or sequential injury — additional charges apply. While the patient may be seen in one visit, each accident

requires its own records review and separate documentation. The base evaluation includes 100 pages of records combined across all DOAs.

- Disorganized submissions may be subject to an hourly records-organization fee (one-hour minimum). Whether accidents are related or unrelated is determined by the examining physician; if this differs from the classification provided at scheduling, fees will be adjusted, and any balance is due prior to release of the report.
- Medical records summaries are not accepted.
- Progress notes and DWCs are delivered in 3–5 business days.

TIMEFRAME TO ADD TREATMENT

If a referral was submitted for evaluation only (including an IME) and, after reviewing the psychiatric report, the requesting party agrees with the physician's recommendation that psychiatric treatment is appropriate, a treatment request by the claimant's adjuster must be submitted within 60 business days of the report delivery date. The report delivery date is the date the completed psychiatric report is transmitted to the requesting party via MindHope's secure email. Treatment requests received within this window do not require a new evaluation fee. Requests submitted after this period require a new referral and a full evaluation fee.

PSYCHOTHERAPY SERVICES

- The psychotherapy package is a prepaid flat fee covering an evaluation plus 8 required sessions.
- Additional sessions require authorization before the 8th session is completed.
- Psychotherapy may be provided in-house or by an outside provider.

REPORT DELIVERY & BALANCES

Psychiatric evaluation reports are issued within 7–10 business days following completion of the evaluation and receipt of all relevant medical records and documentation. In more complex matters, delivery may extend up to 15 business days, in which event all parties will be notified of the revised timeline. Initial evaluation reports are not released until all outstanding balances owed to MindHope have been paid in full.

CONTACT REFERENCE GUIDE

Jean R. <i>Office Manager / Billing Specialist / Pharmacy</i> jrolon@mindhopeofoviedo.com Medical records · Appointment cancel/reschedule · Confirmations · Pharmacy & medications · Patient/WC billing · Attorney letters & documents · General office matters	Leslie D. <i>Admin Assistant / Workers' Compensation</i> ldiaz@mindhopeofoviedo.com Appointment confirm/cancel/reschedule · Conferences & depositions · MMI inquiries · Evaluation reports & DWCs · Zoom & court reporter info · Notice of Taking Deposition · Requests for completion of documents/questionnaires	Mrs. Figueroa <i>Clinical Director</i> info@mindhopeofoviedo.com New referrals · Conferences & depositions · Oversees all clinical, administrative, and Workers' Compensation operations
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