

**Arkansas Specialty Care Centers, PA  
Policy and Procedure**

Subject: IME/Deposition/Second opinion	Date originated: 8/30/2005
Written By:	Date Revised: 10/3/2005
Approved by: _____	Next Revision Date:

**IME**

Appointment Scheduling

1. Calls for IME's should be transferred to the SSC. The caller will be informed that our office policy requires that we receive a cover letter and complete medical records prior to scheduling the appointment.
2. Once the requested information has been received, it will be forwarded to the physician for review if required. The special services coordinator will keep a log book, for the medical records to be logged in and out. The log book will be reviewed weekly. Once the physicians review is complete he will document his response on the medical records and return them to the scheduler. If the physician does not require prior review then the SSC will contact the requestor to schedule the appointment.
3. Appointments will be scheduled at least one week in advance in the appropriate slots approved by the individual physician.
4. The SSC will notify the caller that payment and complete imaging films must be received at least 4 business days prior to the appointment. The caller will be notified that the patient must bring photo identification with them the day of the appointment. In the event imaging films can not be sent prior to the appointment, the patient will be allowed to bring the films with them, if the patient shows up for the appointment with out complete films and photo identification the appointment will be canceled and payment forfeited. An IME policy outlining the above listed information will be faxed to the caller.
5. The SSC will mail a new patient packet to the patient once the appointment has been scheduled.

Prior to the appointment

1. All correspondence will be mailed to the attention of the SSC. Once the SSC receives the requested information, a physical chart will be made. The chart will contain complete medical records filed in chronological order, the cover letter, and a copy of the check. Once films are received, they will then be checked in by the scheduler and then sent to the appropriate x-ray department to be filed in future appointments.

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2. The physical chart will be given to the physician's assistant or appropriate medical records clerk at least 2 business days prior to the scheduled appointment.
3. IME appointments may be canceled or rescheduled by the SSC, or other designated person, in order to properly follow refund policy.
4. The actual IME check will be restrictively endorsed, copied, filed by date and retained until the date of the appointment in a secure location.

Day of the appointment

1. The medical records clerk, or assistant will make sure the front desk receives the prepped chart.
2. The front desk will scan and copy the patient's identification card. The photo copied I.D. will be filed under the correct tab as indicated by the individual care center.
3. The patient will be asked to sign an IME Policy Informed Consent Form, which will be filed under the correct tab as indicated by the individual care center.
3. After the patient's appointment, the fee ticket will be forwarded to the SSC's designated area.
5. Once the fee ticket has been received, the SSC will enter the charges and post the payment.

After the appointment

1. Once dictation has been reviewed and signed by the physician, it will be copied and mailed to the designated contact as indicated by the requestor. The copy will be retained in the chart and filed under the correct tab as indicated by the individual care center.
2. Requested addendums, or changes to the IME report should be submitted in writing and directed to the physician for further review.
3. Under no circumstances is an IME report to be released to a patient, or patient's representative, without written authorization from the requestor.
4. If the requestor calls to schedule an additional appointment, the call should be forwarded to the special services coordinator. Additional appointments will be authorized at the physician's discretion.

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Fee Schedule

\$1,000 (one-thousand dollars) for the first body part, and \$250.00 (two-hundred-fifty dollars) for each additional body part.

Refund policy

1. Notice of cancellation or rescheduling must be given no later than 48 business hours prior to the appointment in order to receive a refund.
  
2. If the patient fails to appear for their scheduled appointment, or if notice of cancellation/re-schedule is not given within the allotted time frame the entire payment is forfeited.

Cancellation/Reschedule Policy

1. Patients are not permitted to cancel or rescheduled their IME. IME appointments may only be cancelled or rescheduled by the requestor.

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### **Depositions**

#### Appointment Scheduling

1. The SSC will obtain all pertinent information such as the contact person, the attorney's name, address, phone number, fax number, trial date, and which party the attorney is representing.
2. The SSC will send a detailed email to the assistant, or the physician requesting available dates and times.
3. Once the available dates are received, the scheduler will call the attorney's office to schedule the deposition.
4. The appointment will be scheduled under the patients name on the physician's schedule, and the physician and assistant will be E-mailed with the date and time agreed upon, along with the location of the deposition.
5. Appointments will be scheduled at one-hour intervals with a full hour being charged even if not utilized.
6. The SSC will E-mail X-ray and medical records to request the chart and films. These will be kept in the designated area until payment and all correspondence has been received. A copy of the check will be placed under "correspondence" in the patients chart. The SSC will review the chart for accuracy, and then give the chart and films to the physician's assistant at least two business days prior to the deposition.

#### Conformation and Fee Collection

1. Once scheduling is complete, the attorney will receive a copy of the deposition policy, fee schedule, and a self-addressed envelope marked "Personal & Confidential."
2. If payment is not received at least 4 business days prior to the appointment the appointment will either be canceled, or at the physician's discretion, the attorney will be given instructions for hand delivery.
3. If hand delivery is agreed upon, the attorney will be instructed to bring a blank check to the deposition, which will be filled out for the allowed amount per fee schedule once the deposition is over.
4. Time keeping will begin at the time the physician enters the conference room after the scheduled appointment time.

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5. Deposition appointments are only to be canceled and rescheduled by the person who originally scheduled the appointment, in order to properly follow refund policy.

6. Notice of cancellation or rescheduling must be given no later than 48 business hours prior to the appointment in order to qualify for a refund.

Fee Schedule for Physicians

Oral Deposition

1<sup>st</sup> hour \$1,000.00

Each additional hour \$500.00

Video Deposition

1<sup>st</sup> hour \$1,200.00

Each additional hour \$600.00

Court Appearance

\$1,200.00 per hour (this includes all travel time and any time waiting to give testimony) plus expenses (travel, food, parking, car/cab, hotel)

\$400.00 per hour for prep time

\* With the exception of workmen's compensation. Depositions fall "Under rule 30", we are allowed to charge \$28.00 per quarter hour, including prep time, the usual fee is \$336.00.

Fee Schedule for Therapist

Oral deposition

1<sup>st</sup> hour \$200.00

Each additional hour \$100.00

Video deposition

1<sup>st</sup> hour \$200.00

Each additional hour \$100.00

Charge Entry

Once the deposition has been completed, a charge will be entered using CPT code 99075, under the patient's name for records keeping purposes. The check will be deposited and posted at the time of charge entry.

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### **Second opinions**

#### Workmen's compensation second opinion appointment scheduling

1. All requests for workmen's compensation second opinions should be directed to the special services coordinator. The person calling to schedule the second opinion will be notified that our office requires complete medical records and a cover letter stating the purpose of the appointment prior to scheduling. If the physician requires medical record approval prior to scheduling, the medical records will be logged out to the physician. Once reviewed, the physician will write his response on the cover letter and the records will be returned to the scheduler and logged-in. At that time, the person requesting the appointment will be telephoned with an appointment. When the appointment is scheduled the person scheduling will be informed that complete imaging films must be received by our office at least 4 business days prior to the scheduled appointment. If records are not received, the appointment will be canceled. If the films are unable to arrive prior, the patient may bring them to the appointment, but if the patient shows up without the films the appointment will be canceled.

2. The scheduler will then mail the patient a new patient packet.

#### Prior to the appointment

1. All correspondence will be mailed to the attention of the scheduler. Once the scheduler receives the requested information, a physical chart will be made. The chart will contain complete medical records filed in chronological order. Once films are received, they will be checked in by the scheduler and then sent to the appropriate x-ray department to be filed in future appointments.

2. The physical chart will be given to the physician's assistant or appropriate medical records clerk at least 2 business days prior to the scheduled appointment, depending upon the individual physician's protocol.

3. Second opinion appointments are only to be canceled and rescheduled by the person who originally scheduled the appointment.

#### Day of the appointment

1. The medical records clerk, or assistant will make sure the front desk receives the prepped chart.

2. Check-out will enter the charges as they usually do, unless there is an alert in the system stating otherwise.

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\*All new workmen's compensation referrals who have previously had surgery on the body part for which they are being seen, has a date of injury greater than 3 months, or has seen a specialist must be scheduled by the workmen's compensation liaison.

\* SSC, Special services coordinator