



Coventry Workers' Comp Services **Standard Billing Policy for Field Case Management Services**

All Coventry Workers' Comp Services ("Coventry" or "the Company"), professional and administrative charges and related expenses with respect to the Company's field case management ("FCM") services will comply with this Standard Billing Policy (the "Policy"). In order to promote clear understanding between Coventry and our FCM customers regarding the Company's billing practices and expectations, this Policy, as amended or modified by Coventry from time to time, will be posted on the Company's website at:

<http://www.coventrywcs.com/client-solutions/care-management/field-case-management/index.htm>

General

Except to the extent varied by a written contract signed by Coventry and a FCM client, this Policy will govern the Company's billing for professional and administrative charges and related expenses with respect to its FCM services.

The Company will communicate this Policy (and/or any amendments or modifications to this Policy) to the FCM client prior to the first handling of any assignments or the first commencement of any billable activities intended to be governed by this Policy and/or this Policy as so amended or modified.

In the event of an inconsistency between, on the one hand, the requirements of any applicable laws or regulations regarding FCM billing rates or practices and, on the other hand, this Policy and/or any written contract for the Company's FCM services, the requirements of the applicable law or regulation will govern.

Standard FCM Billing Practices

Activity Time Charges

Each case manager assigned to a file (the "Case Manager") will record his/her time for each billable FCM activity ("Activity Time") in minimum increments of one-tenth of an hour per activity (*i.e.*, in six (6) minute increments). The Case Manager will use actual time to calculate such activity rounding such time up to the nearest one-tenth of an hour. For example, if a Case Manager spends 10 minutes on an activity, the Case Manager will round-up the recorded time to 12 minutes (two 1/10 of an hour increments). A Case Manager will not bill Wait Time or Travel Time (each as defined below) as Activity Time, but will bill such time Wait Time or Travel Time as described below in this Policy.

Wait Time Charges

The Case Manager will bill the client for any Wait Time incurred. Additionally, during the Wait Time, the Case Manager may perform other billable tasks in connection with the file, or for other, unrelated files. The Case Manager may also bill his/her Activity Time for any billable tasks performed during the Wait Time, to the respective files, as appropriate.

Travel Time & Mileage Charges

When a Case Manager travels by car or public transportation to a file destination ("Travel Time"), the Case Manager will use the most direct or efficient route considering workload and all current travel conditions. The Case Manager will bill each day's Travel Time and related actual mileage charges to the Case Manager's hourly file being worked.

Expenses

Expenses incurred specific to a file will be charged to the specific file (e.g. phone charges, parking, tolls, etc) on the day incurred and will be billed based on actual amounts incurred for that file.

Negotiated, Customer-Specific FCM Billing Practices

In the event of a written contract signed by COVENTRY and a FCM client, such written contract, and not this Policy, will govern the Company's billing for professional and administrative charges and related expenses with respect to its FCM services.
