



As many of you know, ProMedica currently has two distinct CounselLink accounts: one for acute care cases (ProMedica Health System) and another for Senior Care cases (HCR). We are excited to announce that ProMedica Health System and its Senior Care division (HCR) will be merging these two accounts into a single, unified CounselLink account. This change will streamline our processes and improve efficiency moving forward. For some of you, this may be the first time you are receiving this notice, while for others, this serves as a second notice with an updated timeline.

The merger will take effect on **April 1, 2025**. To facilitate this transition, a **two-week blackout period** will occur from **March 15 to March 31, 2025**, during which no transactions or submissions will be processed.

Important Transition Dates:

- **Blackout Period:** Both the ProMedica and Senior Care (HCR) CounselLink accounts will be unavailable from **March 15 to March 31, 2025**. During this period, no transactions or submissions will be processed.
- **Invoice Submission:** You will be able to submit invoices through both accounts until **March 14, 2025**. Any invoices submitted after this date should be held and submitted to the new combined account (labeled as HCR) starting **April 1, 2025**.
- **Document and Report Uploads:** During the blackout period please continue to send documents and reports to the handling in-house attorney and litigation-reports@promedica.org. After April 1, 2025, the documents may then be uploaded to the matter within CounselLink.

What You Need to Know:

- **No Re-registration Required:** Since you are already registered with CounselLink, no additional registration is necessary. Once the new combined account is active, simply log in to the Senior Care (HCR) version of CounselLink to access both ProMedica and Senior Care (HCR) matters.
- **Rates and Fee Approvals:** Your current rates and previously approved fee offers will automatically transfer to the new account. After April 1, please review your timekeepers to ensure accuracy. If any timekeepers need to be added to your office profile, you can do so using fee structure ID 4388.

Actions Needed:

1. **Before March 15, 2025:** Submit any outstanding invoices through the current process.
2. **After April 1, 2025:** Submit all future invoices to the new combined HCR account and verify your timekeeper details.

If you have any questions or need assistance, please do not hesitate to contact us.

Thank you for your attention and understanding.

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