

Florida No-Fault SLA - Key Activities and Timelines			
Activity	Task	Suggested Timeline	Ownership
Initial Handling -Referral Phase	Claim Rep recommends strategy at time of referral: Referral to include outline of Claim Rep's evaluation of what is in dispute, response to PSD and recommended Defense Plan; All necessary supporting documents should be forwarded to Counsel at time of referral.	Time of Referral	Claim Rep
	Legal acknowledges referral - Staff Legal via of entry of note in claim file; Outside Panel via email to Claim Rep	24 hours of referral	Legal
	Legal reviews/evaluates referral to assess if agrees or recommends alternative strategy(i.e. particularly if case facts present challenge to defend and/or if whether any motion practice might be effective/ineffective)	Within 7-10 Business days post referral	Claim Rep/Legal
	Conduct Defense Planning Conference (DPC): Degree of connection dependent on level of agreement/recommendation. If full alignment exists claim note in file will suffice (Staff Legal only). If straightforward points of alignment, suggest email communication to align on agreement followed by corresponding claim note. Those strategies that merit broader alignment will require telephonic communication with the Claim Rep. (Outside Panel requires telephonic defense planning conference)	Within 7-10 Business days post referral	Legal
	Legal files responsive pleadings Copies of responsive pleadings (as well as any additional filings) along with written discovery propounded on Plaintiff will be forwarded to Claim Rep	Timely/before time to file responsive pleadings expire 2 Business days post filing of responsive pleadings	Legal Imaging/Legal
Settlement	Negotiations is a task for the Claim Rep. If Claim Rep initiates/enters into settlement negotiations, Claim Rep to alert Legal to the status/progress of negotiations In the event that Claim Rep settles the case, the Claim Rep to notify Legal of the details In the event that Legal settles the case (i.e. at pre-trial conference), Legal will notify Claim Rep of the details- if Staff Legal handling a note will be posted to the claim file (i.e. breakdown of payment) Where/when applicable file Confession of Judgement or Dismissal/ Notice of Settlement (if received) and forward copy of filing to Claim Rep Legal will monitor to confirm filing of Dismissal post resolution	At time offers made/demand received 24 hours of resolution 24 hours of resolution Within 5 days of resolution 30 days until received	Claim Rep Claim Rep Claim Rep Legal Imaging/Legal Legal
Motion Practice	Legal to file motions as instructed & agreed upon with Claim Rep along with corresponding note posted to the claim file. (Outside Panel will confirm via email)	As soon as rules of court allow	Legal
	If affidavit required to be execute by claims, claims to execute including notarization of document if required and return to Legal. Pursue efforts to set motion for hearing along w/ posting a corresponding note to the file (Outside panel will communicate via email) Copies of all motion filings shall be forwarded to the Claim Rep- if Staff Legal handling a note will be posted to the claim file (Outside Panel will confirm via email)	Within 5 business days of receipt Within 10 Business days post filing	Claim Rep Legal
	Legal to notify Claim Rep outcome of motion hearings - if Staff Legal handling a note will be posted to the claim file to be posted to the file (Outside Panel will confirm via email)	2 Business days of filing motion	Legal
	Following outcome of motion hearing, Legal to schedule connection with Claim Rep to discuss go forward action plan	Within 5 business days of court decision Within 5 business days of court decision	Legal Legal
Scheduling Orders	Legal to provide Claim Rep with copies of all scheduling orders including Notice of Trial, highlighting trial date ; Legal to update Claim Rep on any scheduling changes. If Staff Legal handling, an accompanying note will be posted to the claim file. Claim Rep to acknowledge notice of scheduling order by posting note to the claim file	5 business days of receipt or sooner if deadline requires Within 2 business days of notice	Legal Claim Rep
Discovery	Legal to timely advise Claim Rep of any value changing events or critical information developed - whatever degree of change dictates form of communication	At time of event or upon receipt of information	Legal
	When request for Claim Rep to be scheduled for deposition, Legal to communicate request - propose scheduling via calendar invite	2 business days post request	Legal
	Claim Rep to confirm availability and/or propose alternate time	2 business days upon receipt of request	Claim Rep
Pre-Trial Conference	Phone conference between Legal and Claim Rep - Discussion to address: strategy, witnesses, trial prep, authority to negotiate (if applicable), estimate of AFC to date, cost of trial, repercussions of an adverse verdict , status of any negotiations	45 days prior to Trial Date	Legal/Claim Rep

Supporting Documents to Provide with Referral

Core Defense Packet Documentation Requirements:

☐ Summons & Complaint

☐ Plaintiff/Provider specific EORs

☐ PIP (if applicable – Med Pay) Ledger

☐ Complete Policy (not just Dec Pages)

☐ PSD(s) filing(s)

☐ PSD response (s)

☐ Plaintiff/Provider Bills/HCFAs

☐ Smart Report – updated & created for less than 5 codes

☐ Assignment of Benefits

☐ When deductible applied, signed deductible election form

Additional Requirements by Barrier	
Barrier:	Documents:
Benefits Exhaust	<input type="checkbox"/> All EORs
Negotiated Agreement	<input type="checkbox"/> Copy of agreement
Coverage Denial	<input type="checkbox"/> Denial letter <input type="checkbox"/> Accident Report <input type="checkbox"/> ISO report <input type="checkbox"/> Carrier discovery report* <input type="checkbox"/> Insurance carrier providing coverage* <input type="checkbox"/> Certificate of non-appearance*
* Where applicable	
IME No Show	<input type="checkbox"/> IME no-show documentation
Duplicate Suit	<input type="checkbox"/> County Case Number of initial suit filing

Outside Panel Firms require Complete Copy File

