

Figure: 28 TAC §152.4(c)

	Service Maximum	Total Hours
1.	a. initial interview and research	1.0
	b. setting up file; completing and filing forms	0.5
2.	Communications per month (with client, health care providers, other persons involved in the case)	2.5
3.	Direct dispute resolution negotiation with the other party (per month)	3.0
4.	Preparation and submission of an agreement or settlement	1.0
5.	Participation in Benefit review conference	Actual time in BRC + 2.0
6.	Participation in Benefit contested case hearing	Actual time in CCH + 4.0
7.	Participation in administrative appeal process	5.0
8.	Travel (per month)	Actual costs that are reasonable and necessary