

Standard Operating Procedure (SOP)

CasePoint Contract Management LLC

Contract Management & Administration

1. Business Overview

CasePoint Contract Management LLC provides independent contract management and administration services exclusively to attorneys and law firms within the State of Arkansas. Our services are strictly administrative in nature, focusing solely on non-legal contract management to support attorney efficiency.

2. Independent Contractor Status

- CasePoint Contract Management LLC and its personnel operate strictly as independent contractors.
- There is no employee-employer relationship with attorneys or law firms.
- CasePoint Contract Management LLC is responsible for its operational costs, taxes, and liabilities.

3. Scope of Permissible Services

CasePoint Contract Management LLC shall:

- Maintain and organize contract databases.
- Track deadlines, compliance obligations, renewals, and expirations.
- Provide administrative support for drafting non-legal sections of contracts; drafts require attorney review before execution.
- Facilitate contract execution and obtain signatures.
- Monitor contractual compliance without legal interpretation.
- Act as administrative liaison for logistics.
- Manage electronic and physical files.

4. Unauthorized Practice of Law (UPL) Safeguards

Personnel shall NOT provide legal advice, interpretations, negotiate terms independently, represent in disputes, draft clauses without supervision, or handle attorney fees.

5. Regulatory Compliance Attorney

- Oversees compliance with Arkansas law and ethical standards.

- Regularly reviews practices; provides education on professional conduct.
- No legal advice or attorney-client relationships established.
- Not responsible for attorney-client outcomes or decisions.
- Compensation separate from attorney-generated revenue.

6. HIPAA Compliance & PHI Handling

- Does not handle PHI.
- Administrative services involving PHI only provided when a valid BAA exists (certified by attorneys, no copies retained by CasePoint).
- Sensitive PHI communications handled directly between attorneys and consultants.

7. Liability Limitation & Indemnification

- Limited to fees received for relevant services.
- Indemnification clauses protect all parties.
- Mutual waiver for consequential or punitive damages.

8. Fee-Sharing Compliance

- Hourly or flat fees; no contingency or fee-sharing.
- Compliance with ethical billing standards.

9. Confidentiality & Data Security

- Strict confidentiality; periodic audits; no privileged data retained.

10. Arbitration & Dispute Resolution

- Binding arbitration in Arkansas; no jury trials.

11. Employee Training & Compliance

- Annual compliance training overseen by Regulatory Compliance Attorney.

12. Confidentiality & Conflict of Interest

- Strict policies on confidentiality and conflict disclosure.

13. Incident Reporting

- Immediate reporting of compliance issues via confidential channel.

14. Document Retention Policy

- Retention period: 5 years.

15. SOP Review & Updates

- Annual review and updates.

16. Insurance Requirements

- Attorneys and consultants recommended to maintain professional liability insurance.

17. Communication Protocol

- Clearly defined, reasonable, consistent methods and frequency.

18. Client Certification & Documentation

- Written client acknowledgment of SOP elements required.

19. Emergency or Exception Handling

- Regulatory Compliance Attorney approval required.

20. Termination of Services

- Termination with notice; immediate if UPL risk detected.

Effective Date: _____

CasePoint Owner/Operator: _____ Date: _____

Regulatory Compliance Attorney: _____ Date: _____