



Dear Non-Legal Vendor,

Gentiva Health Services, Inc. d/b/a Kindred at Home is transitioning to using the LexisNexis® CounselLink™ application, a web-based matter management and e-billing program. All billing will be required to go through the CounselLink application for the processing and approval of invoices in the Spring of 2020.

This communication is to notify you that your company has been set up in CounselLink, and you will be required to submit your Gentiva invoices through CounselLink. You have also been added as a user to your CounselLink profile and by now, should have received an email from CounselLink with instructions to create a password.

To confirm your matters have been assigned to your CounselLink profile, click your **Matters** tab. Once your matters have been assigned, please proceed with invoicing us using one of the following methods to submit your invoice(s):

**You may email your invoices to:**

[counsellinkinvoices@lexisnexis.com](mailto:counsellinkinvoices@lexisnexis.com)

Please note:

- You may send your invoice using the .pdf, .doc or .txt formatting
- The invoice should identify the matter by the internal Gentiva matter number
- Make sure you send only one invoice file attachment per email
- Anything written in the body of the email will not be read so put all information on the actual invoice

**You may mail your invoices to:**

Gentiva c/o LexisNexis Inc.  
Attn: CounselLink Invoices  
1801 Varsity Drive  
Raleigh, NC 27606

**All invoices must include:**

- ***Gentiva Matter number.*** *If you do not have this number, please ask your client to provide it. Your invoice cannot be processed without the matter number. Including the matter name is also highly recommended.*
- ***Unique invoice number***

If you would like to upload LEDES files directly into CounselLink or have any questions, please contact the **Free 24x7 Customer Support** at:

- [Ask@LexisNexis.com](mailto:Ask@LexisNexis.com)

- 1-800-600-2282
- +1- 919.378.2713

Thank you for your cooperation,  
Attorney Implementation Team-CounselLink  
[attorneyimplementation@lexisnexis.com](mailto:attorneyimplementation@lexisnexis.com)