

Aetna Compliance Dispute Procedure

This summary has been prepared by the American Medical Association (AMA) Private Sector Advocacy unit from information provided to the AMA. While efforts have been made to include information likely to be of interest to most physicians, the actual settlement documents are much more extensive, contain the definitive settlement terms and should be consulted in the event of questions or if a specific situation is not addressed. Questions about the settlement may be directed to Whatley Drake & Kallas LLC at (866) 809-8003 or visit www.hmosettlements.com.

Who Can File a Compliance Dispute?

Any physician who has not opted-out of the Aetna Settlement or any Signatory Medical Society may file a compliance dispute.

What is a Compliance Dispute?

If you believe that Aetna has violated the terms of the Settlement (<http://www.hmosettlements.com>), you may be entitled to the compliance dispute process.

What Claims Can be Included in this Dispute?

Claims for services performed on or after November 6, 2003 are eligible for review (including claims that were still in the pipeline on November 6, 2003.) All claims that have exhausted the internal appeal process before January 5, 2004 must be received by IMEDECS no later than thirty (30) calendar days after the internal appeal process is completed. This process cannot be utilized until a physician or physician group has completed the internal appeals process.

Where do I Begin?

Step One: Go to <http://www.hmosettlements.com>, click on **Settlements** located in the tool bar on the left side and then click on **Aetna**.

Step Two: Review the Aetna Settlement document. **Aetna Settlement Agreement (1 of 4)** contains Section 7.20 that highlights the majority of claim processing issues.

Step Three: Download and review the **Aetna Compliance Dispute Step-by-Step** document for information on filing a compliance dispute.

Step Four: Complete the **Aetna Compliance Dispute Form**.

How do I Submit a Compliance Dispute?

Submit a completed **Aetna Compliance Dispute Form** **within 30 calendar days after the Compliance Dispute arose** to the Compliance Dispute Facilitator:

Deborah J. Winegard
c/o Doffermyre Shields Canfield Knowles and Devine
1355 Peachtree St. Suite 1600
Atlanta, GA 30309
(404) 881-8900 (telephone)
(404) 881-3007 (fax)
dwinegard@gmail.com

It is recommended that you include, with your claim form, a cover letter identifying the compliance dispute(s), supporting documentation and/or a supporting affidavit, even though it is not required.

The Aetna Compliance Dispute Facilitator (if the claim is deemed valid) will act as the physician's or medical society's representative unless the physician or "Signatory Medical Society," acting on the physician's behalf, elect to employ separate counsel.