



Alaska

Virtually every third-party payer has a formal internal complaint submission mechanism. Physicians may be able to successfully resolve disputes through the payer's internal process. However, if you have submitted a claim appeal or complaint to the payer and believe it was not handled fairly, your practice may benefit from an impartial review of your complaint conducted by a state insurance regulatory agency, your state medical association or the AMA. The complaint submission mechanisms offered through these organizations can be helpful in resolving payer disputes.

Some links on this page will take you to sites other than the AMA Web site. The AMA is not responsible for the content of other Web sites.

There are three ways you can file a complaint against health insurers that operate in the state of Alaska:

1) Contact the Alaska Division of Insurance (Division)

While the Division does not have a specific complaint form for physicians and other health care professionals, you may be able to file a complaint through their [consumer complaint process](#). There are two ways to file a consumer complaint with the Division:

- 1) [Complete and submit an electronic complaint form](#)
- 2) [Download a copy of the complaint form and mail it to the Division](#)

For additional information, visit the [Alaska Division of Insurance Web site](#).

2) Contact the Alaska State Medical Association (ASMA)

Alaska State Medical Association
4107 Laurel Street
Anchorage, Alaska 99508
Phone: (907) 562-0304
Fax: (907) 561-2063
E-mail: asma@alaska.net
Web site: www.aksma.org

3) Contact the AMA

Fill out our [Health Plan Complaint Form and/or HIPAA Complaint Form](#) located on the AMA Web site.