



## Alabama

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 Alabama:

### 1) Contact the Alabama Department of Insurance (DOI)

While the Alabama DOI 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 three ways to file a consumer complaint with the Alabama DOI:

- 1) [Complete and submit an electronic complaint form](#)
- 2) [Download a copy of the form and mail it to the DOI](#)
- 3) [Information to include, if submitting a complaint in a letter](#)

For additional information, visit the [Alabama DOI Web site](#).

### 2) Contact the Medical Association of the State of Alabama (MASA)

If you wish to file a complaint with MASA regarding third party practices, please visit their Web site at [www.masalink.org](http://www.masalink.org).

### 3) Contact the AMA

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