



Arkansas

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 four ways you can file a complaint against health insurers that operate in the state of Arkansas:

1) Contact the Arkansas Insurance Department (AID)

Physicians can file a complaint with the AID four ways:

- 1) Complete and submit an electronic complaint form
- 2) Download a copy of the form and mail it to the AID
- 3) *Write a letter to
Arkansas Insurance Department
Consumer Services Division
1200 West Third Street
Little Rock, AR 72201-1904
- 4) *Call the AID at **(800) 852-5494** or **(501) 371-2640**

***If calling or writing, be sure to visit the AID Web site to view the information you will need to include.**

2) Contact the Arkansas Medical Society (AMS)

Arkansas Medical Society
P.O. Box 55088
Little Rock, AR 72215
Phone: (501) 224-8967
Toll free: (800) 542-1058 (in AR)
Fax: (501) 224-6489
Web site: www.arkmed.org

3) Contact the AMA

Fill out our Health Plan Complaint Form and/or HIPAA Complaint Form located on the AMA Web site.