



Arizona

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 Arizona:

1) Contact the Arizona Department of Insurance (DOI)

While the Division does not have a specific complaint form for physicians and other health care professionals, the Division does allow consumers to file a complaint. There are two ways to file a consumer complaint with the Division:

1) [Download a copy of the complaint form and mail or fax it to the Consumer Affairs Division](#)

2) Contact the DOI by phone

Phoenix Area:

Phone: (602) 364-2499

Fax: (602) 364-2505

Tucson Area :

Phone: (520) 628-6370

Fax: (520) 628-6633

Statewide :

Phone: (800) 325-2548

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

2) Contact the Arizona Medical Association (ArMA)

Arizona Medical Association
810 W. Bethany Home Road
Phoenix, Arizona 85013
Phone: (602) 246-8901
Toll free: (800) 482-3480
Fax: (602) 242-6283
Web site: www.azmedassn.org

3) Contact the AMA

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