

CIGNA 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. Questions can also be directed to the following website: www.hmosettlements.com.

Who Can File a Compliance Dispute?

Any physician who has not opted-out of the Settlement, or any Signatory Medical Society (listed below), or Additional Signatory Medical Society (listed below) authorized to act on the physician's behalf, may direct a compliance dispute to the CIGNA Compliance Dispute Facilitator, Julia Stewart, Esq.

Signatory Medical Societies include:

Alaska State Medical Association
California Medical Association
Connecticut State Medical Society
Denton County Medical Society (TX)
El Paso County Medical Society (CO)
Florida Medical Association
Hawaii Medical Association
Medical Association of Georgia
Louisiana State Medical Society
Nebraska Medical Association
New Hampshire Medical Society
Medical Society of New Jersey
Medical Society of the State of New York
North Carolina Medical Society
South Carolina Medical Association
Northern Virginia Medical Societies
Tennessee Medical Association
Texas Medical Association
Washington State Medical Association
Vermont Medical Society

Additional Signatory Medical Societies include:

Medical Association of the State of Alabama
Arapahoe-Douglas-Elbert Medical Society (CO County)
American Association of Practicing Psychiatrists
American College of Emergency Physicians
American Psychoanalytic Association
Arkansas Medical Society
Clear Creek Valley Medical Society (CO County)
Colorado Medical Society
Medical Society of Delaware
Psychiatric Society of Delaware
Denver Medical Society (CO County)
Medical Society of the District of Columbia
Harris County Medical Society (TX)
Massachusetts Medical Society
Massachusetts Psychiatric Society
Mississippi State Medical Association
Ohio State Medical Association
Pennsylvania Medical Society
Rhode Island Medical Society
Medical Society of Virginia

What is a Compliance Dispute?

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

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 **CIGNA**.
- Step Two: Review the CIGNA Settlement document. CIGNA **Settlement Agreement (2 of 7)** contains Section 7.20 that highlights the majority of claim processing issues.
- Step Three: Review the CIGNA Settlement document titled **CIGNA Step-by-Step Compliance Dispute Procedure**.
- Step Four: Download and complete the **CIGNA Compliance Dispute Form**.

How do I Submit a Compliance Dispute?

Submit a completed **CIGNA 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 a cover letter identifying the Compliance Dispute(s), supporting documentation and/or a supporting affidavit with your Compliance Dispute Form, even though it is not required.

The CIGNA 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, elects to employ separate counsel.