



Colorado

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. The complaint submission mechanisms offered through these agencies 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 Colorado:

1) Contact the Colorado Division of Insurance, Department of Regulatory Agencies

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) Contact the Division of Insurance
1560 Broadway, Suite 850
Denver, CO 80202
Phone (303) 894-7499
Consumer Information: (303) 894-7490
Toll free: (800) 930-3745
Fax: (303) 894-7455
E-mail: insurance@dora.state.co.us
Web site: www.dora.state.co.us

2) Contact the Colorado Medical Society (CMS)

The CMS Web site provides a link to the AMA's Health Plan and HIPAA Complaint Forms. Visit the CMS Web site at www.cms.org to access the links.

3) Contact the AMA

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