



Louisiana

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 Louisiana:

1) Contact the Louisiana Department of Insurance (LDI)

The LDI will accept complaints regarding untimely payment violations from physicians and other health care professionals. To file a complaint against an insurer, complete the [Provider Prompt Payment Multiple Claim Complaint Form](#) located on their Web site.

You may also be able to file complaint **not related to timely payment** through their [consumer complaint process](#). Forms can either be filled out on line or mailed in.

For more information on the complaint process, visit the [Louisiana Department of Insurance Web site](#).

2) Contact the Louisiana State Medical Society (LSMS)

LSMS Hassle Factor Log
Attn: Amy W. Phillips, LSMS
6767 Perkins Road, Suite 100
Baton Rouge, LA 70808
Phone: (225) 763-8500
Toll free (800) 375-9508
Fax: (225) 763-2335
E-mail: amy@lsms.org
Web site: www.lsms.org

3) Contact the AMA

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