



## **UnitedHealthcare Regulatory Settlement Additional Frequently Asked Questions**

**Q:** How do I file a complaint for an inappropriately paid claim?

**A:** You are always encouraged to file a complaint with UnitedHealthcare (UHC) to resolve your issue. If UHC does not respond appropriately, according to the settlement terms or your state laws, you can file a complaint with your state Department of Insurance (DOI) or related agency and bring the complaint to the attention of your state medical association, national medical specialty society, and/or the AMA.

**Q:** I have uncovered a systemic issue or a processing issue for a specific code set. How should I report/seek resolution?

**A:** The Federation is encouraged to report individual physician complaints with UnitedHealthcare (UHC) directly through the UHC provider relations representatives or to Jen Searfoss, if a provider relations representative isn't available. If a systemic issue is identified with any health insurer, the Federation is encouraged to work directly with the health insurer to resolve the issue. If appropriate resolution isn't obtained, the Federation is encourage to bring the issue to the attention of its contact at its state Department of Insurance (DOI) or related agency. Each state has a collaborative action designee (CAD) that works with the Market Analysis Workgroup (MAWG) of the National Association of Insurance Commissioners (NAIC) to bring matters to MAWG's attention.