

From: [Arizona Chiropractic Society](#)
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Subject: How to Use the Health Care Appeals, Grievance and Timely Payment Laws to Get Paid
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Arizona Chiropractic Society *eNewsletter*

May 16, 2013 *Newsletter Subtitle*

Month Year

The Arizona Chiropractic Society is here to serve you!

ARIZONA
CHIROPRACTIC
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HOW TO USE POWERFUL EXISTING LAWS TO GET PAID: THE HEALTH CARE APPEALS, GRIEVANCE AND TIMELY PAYMENT LAWS

ACS has opened up some of its member benefit documents to the entire profession because of the pressing need for relief. You can now go to the ACS webpage at www.AZChiropractors.org and click on Member Benefits and the following documents will open for you even if you are not a member:

- 5 -- Grievance Letters -- The Best Way to Get Insurers to Pay
- 5.1 -- Grievance Letters and Law Explained from ADOI
- 6.2 -- Health Care Appeal Process Consumer Guide
- 7 -- Health Care Appeals Process
- 6 -- Health Care Appeal Request Form
- 6.1 -- Health Care Appeal Request Form Expedited Medical Reviews
- 11 -- Timely Payment of Claims, Adjudication, Adjustments
- 11.1 -- Timely Payment of Claims, Adjudication, Adjustments -- ADOI Info Brochure

If you want to get paid, be sure to read each of these documents and implement the procedures described therein in your practice. These are laws that ADOI will actually enforce so we should all take full advantage of them.

Whenever you have a grievance over the way an insurer is conducting itself, file a Grievance letter following the directions. Whenever you have a claims denial, follow all of the appeal steps outlined in the Health Care Appeals system unless you are mandated to follow steps in your provider contract with a network like ASH. If an insurer delays payment, exert your rights as allowed under the Timely Payment of Claims law. If an insurer wants money back, note that they cannot go back more than one year.

ACS has approximately 60 similar documents in its Member Benefits library covering PI, health insurance, claims denials, ERISA issues, and much more. The eight documents we are now making public will give you a taste of the value of the remaining documents. Jump start your practice by joining if you are not already a member and accessing all 60 of the valuable resources in the Member Benefits section.

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