

AB72 Independent Dispute Resolution Process

Non-Emergency Services Independent Dispute Resolution Process (AB 72 IDR)

The law requires that the Department of Managed Health Care conduct an independent dispute resolution process (AB 72 IDR) that allows a non-contracting provider who rendered services at, or as a result of services at, a contracting health facility, or a payor, to dispute whether payment of the specified rate was appropriate. Once a non-contracting provider or payor submits an AB 72 IDR Application, the opposing party is required by law to participate in the AB 72 IDR. AB 72 does not apply to emergency services and care.

Eligible Claims:

Eligible claim disputes are those disputes that are subject to DMHC jurisdiction and meet all of the following criteria:

- The disputed claim must be for services rendered on or after July 1, 2017.
- The disputed claim must be for non-emergency services. If there is an unresolved dispute as to whether the health care service(s) at issue is non-emergent, the claim does not qualify for the AB 72 IDR.
- The disputed claim must be for covered services provided at a contracting health facility, or provided as a result of covered services at a contracting health facility, by a non-contracting individual health professional.
- The non-contracting provider is not a dentist.
- The payor is not a Medi-Cal managed health care service plan or any other entity that enters into a contract with the State Department of Health Care Services.

For more information or to submit a dispute under the IDR process, please go to the California Department of Managed Health Care's website at:

<https://www.dmhc.ca.gov/fileacomplaint/providercomplaintagastaplan/nonemergencyservicesindependentdisputeresolutionprocess.aspx>