

Claim Dispute Resolution

If you have a question regarding a denied claim payment from your insurance carrier, please contact your insurance carrier's member services department first for resolution. Be sure to record the name of the person that you spoke to and the time of the phone call. Make a brief narrative of your conversation and the representative's response.

While it is our desire to assist where possible, we do have limitations. Our office has no control over what procedures are covered under your insurance policy. Every effort is made to insure that your claims are coded correctly prior to submittal to your insurance carrier.

Please note that our office follows the Correct Coding Initiative and current ICD-9CM / CPT guidelines when billing for services rendered. We are prohibited by law to make changes to an insurance claim just to receive reimbursement. According to these guidelines, we are only legally allowed to code by physician documentation. Our billing policy strictly follows these rules. If your insurance carrier representative tells you that our office is able to change the codes for receipt of insurance reimbursement, this is FRAUD and it is ILLEGAL. If you are told that we coded the claim incorrectly, we will be happy to research your concern, but if no errors are detected, no corrected claim will be submitted.