

# Medical Fee Disputes - July 27<sup>th</sup> 2017

1,459 Total Disputes

| <b>Dispute Type</b>        | <b>Active / Assigned</b> | <b>Abated</b> |
|----------------------------|--------------------------|---------------|
| Ambulance Services         | NA                       | 859           |
| Pharmacy                   | 208                      |               |
| Division Specific Services | 142                      |               |
| Professional               | 76                       |               |
| 95 Day Deadline            | 43                       |               |
| Outpatient Hospital        | 31                       |               |
| All Others                 | 100                      |               |
| <b>TOTALS</b>              | <b>600</b>               | <b>859</b>    |

2,237 Docketed CY2017

| <b>Dispute Type</b>        | <b>Total</b> | <b>Percentage</b> |
|----------------------------|--------------|-------------------|
| Division Specific Services | 544          | 24%               |
| Professional               | 406          | 18%               |
| Pharmacy                   | 241          | 11%               |
| Air Ambulance              | 167          | 7%                |
| Outpatient Hospital        | 149          | 7%                |
| 95 Day Filing Deadline     | 129          | 6%                |
| All Others                 | 601          | 27%               |

## Updates

- Average of 93% resolved within 90 Days of Docket
- Carrier timely response rate is about 90%
- EDI Help Desk is now supervised by Martha Luévano

# Medical Fee Dispute Resolution

Director, Martha Luévano

512-804-4858

[martha.luevano@tdi.texas.gov](mailto:martha.luevano@tdi.texas.gov)

Team Lead, Greg Arendt

512-804-4859

[greg.arendt@tdi.texas.gov](mailto:greg.arendt@tdi.texas.gov)

Email [MDRInquiry@tdi.texas.gov](mailto:MDRInquiry@tdi.texas.gov)

MFDR Fax 512-804-4811