

## **Medical Fee Disputes - November 2017**

1,528 Total Disputes

<b>Dispute Type</b>	<b>Active / Assigned</b>	<b>Abated</b>
Air Ambulance Services	NA	926
Pharmacy	245	
Division Specific Services	108	
Professional	77	
95 Day Deadline	48	
Outpatient Hospital	32	
All Others	92	
<b>TOTALS</b>	<b>602</b>	<b>926</b>

3,300 Docketed CY2017

<b>Dispute Type</b>	<b>Total</b>	<b>Percentage</b>
Division Specific Services	1019	31%
Professional	584	18%
Pharmacy	338	10%
Air Ambulance	238	7%
95 Day Filing Deadline	230	7%
Outpatient Hospital	195	6%
All Others	696	21%

### **Updates**

- Average of 94% resolved within 90 Days of Docket
- Carrier timely response rate is 89%
- EDI Help Desk is 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

EDI Help Desk 512-804-4337

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