

# CONFLICT AND DISPUTE RESOLUTIONS *of the Southwest*



## CAPABILITIES STATEMENT

**CONFLICT AND DISPUTE RESOLUTIONS *of the Southwest*** offers Comprehensive Business Issue Mediation, Arbitration, Negotiation and Business Skill Training and Development.

### **CORE COMPETENCIES**

Business and Personal Conflict and Dispute Resolution  
Leadership and Employee Conflict Resolution  
Employee and Leader Conflict Training  
Executive and Situation Leadership for Success Training  
Successful Team Building and Development  
Interpreting and Utilizing Organization Culture  
Business Innovation – Making Results Count  
Coaching and Mentoring in High Results Expectation Environments  
Delivering and Exceeding Expectations in Business  
Creating Win – Win Negotiations  
Understanding People and Problem Solving

### **PERFORMANCE FACTORS**

State of New Mexico Agency Trainer and Mediator  
Public Company Consultant  
500+ Hours in Dispute Resolutions; 92% Solution Rate  
FINRA (Financial Industry Regulatory Authority) Approved Arbitrator  
BBB El Paso Contract Arbitrator and Mediator  
National Auto Lemon Law Approved Arbitrator  
EEOC/EEO Approved Contract Mediator  
Texas Department of Insurance Health Insurance Issue Contract Arbitrator and Mediator

### **PERFORMANCE DIFFERENTIATORS**

Fortune 500 Senior Corporate Business Leader  
Financial P&L Budget Responsibility >\$500 million  
>100+ Employee Oversight responsibility  
Global Leadership Responsibility – understand Various Cultures  
President, New Mexico Mediation Association  
Commissioner, New Mexico State ADR Commission  
BBB A- Rated  
American Indian Chamber of Commerce Member  
Minority Owned Business, Enrolled Member of the Tigua Indian Pueblo, Ysleta, Texas

**COMPANY DATA**

Conflict and Dispute Resolutions of the Southwest LLC  
6090 Surety Drive, Suite 110-E  
El Paso, Texas 79905

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611430, 624190  
541990, 541611, 541199

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## BUSINESS TERMS

### TEXAS DEPARTMENT OF INSURANCE SURPRISE MEDICAL BALANCE BILL MEDIATION AND ARBITRATION FEES AND CHARGES

MEDIATION AND ARBITRATION FEES SHALL BE SET AT TWO HUNDRED AND FIFTY DOLLARS (\$250.00) PER FOUR (4) HOUR SESSION BETWEEN THE PROVIDER OF MEDICAL SERVICES AND THEIR CLIENT. FEES ASSOCIATED WITH THE MEDIATION OR ARBITRATION SERVICES SHALL BE DUE AND PAYABLE AT THE COMPLETION OF THE MEDIATION SERVICES. ADDITIONAL TIME FEES SHALL BE NEGOTIATED BETWEEN THE PARTIES AND THE PROVIDER PRIOR TO CONTINUING THE SERVICES. AN ITEMIZED BILLING STATEMENT WILL BE PROVIDED EACH PARTY AFTER THE COMPLETION OF THE SERVICES.

#### **ADDITIONAL COSTS:**

MILEAGE: A FEE OF FORTY CENTS PER MILE, ROUND TRIP, FROM THE EL PASO TEXAS OFFICE WILL BE ASSESSED. EACH PARTY WILL BE ASSESSED 50% OF THE TOTAL ROUND TRIP MILEAGE AFTER THE SERVICE(S) ARE PERFORMED BUT NO LATER THAN 7 DAYS AFTER COMPLETION OF THE SERVICES. THE MILEAGE FEES BECOMES DUE AND PAYABLE UPON RECEIPT.

PER DIEM: DEPENDING ON THE DISTANCE FROM THE OFFICE LOCATION, ALL EXPENSES AND MISCELLANEOUS COSTS OUTSIDE THE FEE AND MILEAGE WILL BE MADE TRANSPARENT AND MUTUALLY NEGOTIATED AND AGREED TO BE BOTH PARTIES

#### **MEDIATION:**

A 30 MINUTE PRE-SCHEDULED TELEPHONE CONFERENCE CALL WITH EACH PARTY IS REQUESTED TO DETERMINE THE PARTIES INTERESTS AND POSITION PRIOR TO THE ACTUAL MEDIATION. THIS CALL IS AT NO ADDITIONAL CHARGE TO THE PARTIES. IN ADDITION, AN AGREEMENT TO MEDIATE OUTLINING THE RULES OF MEDIATION AND SUGGEST PREPARATION WILL BE PROVIDED EACH PARTY.

#### **ARBITRATION:**

PARTIES ARE REQUESTED TO COME PREPARED TO PRESENT THEIR CASE IN ORDER TO MAXIMIZE TIME. GUIDELINES FOR THE ARBITRATION PROCESS CAN BE PROVIDED IF REQUESTED.

**QUESTIONS ABOUT THE PROCESS?** FEEL FREE TO CALL AND ASK. I WILL NOT DISCUSS CASE SPECIFICS WITHOUT THE OTHER SIDE PRESENT