

**Regarding the AB 72 Independent
Dispute Resolution Process**

**AB 72 Independent Dispute Resolution Process Quarterly
Report**

This report provides a summary of the number, type, and outcome of AB 72 Independent Dispute Resolution Process (IDRP) applications related to the payment of claims by health plans to non-contracting health professionals who provided services at contracting facilities. This process was implemented September 1, 2017. No IDRP applications were submitted in 2017.

IDRP Applications Received by Service Provided

| Timeframe | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 Q1 | 2023 Q2 | 2023 Q3 | Total | Percent |
|----------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|------------|---------|
| Ambulance | 2 | 1 | 13 | 0 | 3 | 0 | 1 | 2 | 22 | 12% |
| Anesthesiology | 28 | 22 | 6 | 42 | 12 | 10 | 1 | 1 | 122 | 65% |
| Pathology | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 6 | 3% |
| All Others | 4 | 9 | 4 | 3 | 6 | 0 | 10 | 3 | 39 | 20% |
| Total: | 39 | 32 | 23 | 45 | 21 | 10 | 13 | 6 | 189 | |

IDRP Outcomes Closed by Year

| Timeframe | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 Q1 | 2023 Q2 | 2023 Q3 | Total | Percent |
|-------------------------------------|------|------|------|------|------|---------|---------|---------|-----------|---------|
| Determination Letter Issued | 0 | 22 | 1 | 18 | 14 | 0 | 0 | 2 | 57 | 35% |
| Default Determination Letter Issued | 0 | 1 | 0 | 2 | 5 | 0 | 0 | 0 | 8 | 5% |
| Paid Upon Receipt of Response | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 3 | 2% |

| | | | | | | | | | | |
|----------------------------------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|------------|-----|
| <i>Favorable to Provider</i> | 0 | 2 | 1 | 22 | 18 | 0 | 0 | 2 | 45 | 66% |
| <i>Favorable to Payor</i> | 0 | 21 | 0 | 0 | 2 | 0 | 0 | 0 | 23 | 34% |
| Incomplete Application | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 3% |
| Ineligible/Other | 13 | 2 | 3 | 4 | 10 | 0 | 2 | 2 | 36 | 22% |
| Initiating Party Non- Responsive | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 3 | 2% |
| No Payment Received | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 1 | 5 | 3% |
| Non-Jurisdictional | 5 | 1 | 5 | 6 | 2 | 0 | 0 | 3 | 22 | 14% |
| Withdrawn | 17 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 21 | 13% |
| Duplicate | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 1% |
| Total: | 37 | 33 | 12 | 35 | 34 | 1 | 2 | 8 | 162 | |

Outcomes highlighted in green represent the close reasons for claims where a favorable outcome could be granted to the provider.

Footnote: IDRPs may be resolved outside of the year received.

IDRP Outcomes Legend

Determination Letter: A determination letter is issued when an IDRPs completes the process, and the Review Organization issues a determination.

Default Determination Letter Issued: A Default Determination is issued when the Payor fails to pay its share of the IDRPs filing fee.

Duplicate: An IDRPs is closed as a Duplicate when the provider resubmits the same claim that is currently in review or previously received a determination by the Review Organization.

Favorable to Payor: The Review Organization determined that **no** additional payment should be made to the provider.

Favorable to Provider: The Review Organization determined that additional payment should be made to the provider.

Incomplete Application: An IDRП is closed as an Incomplete Application when the Provider fails to submit all necessary documents. These applications are not sent to the Review Organization.

Ineligible: Any IDRП application that is deemed ineligible by the Department is closed without being sent to the Review Organization.

Initiating Party Non-Responsive: The provider failed to respond to the DMHC's Department's request(s) for additional information or documentation, so the application was closed without sending to the Review Organization.

No Payment Received: Payment for the IDRП application was not received from the Provider so the Review Organization did not complete a review.

Non-Jurisdictional: The IDRП was not within the DMHC's jurisdiction, so the application was not sent to the Review Organization.

Paid Upon Receipt of the Response: Payor made an additional payment at Request for Opposing Party Response II and the provider agreed to accept payment. These applications are not sent to the Review Organization.

Withdrawn: The IDRП application was withdrawn by the Provider prior to a determination being made by the Review Organization.