



Surprise Out-of-Network Dispute Resolution Unit Arizona Department of Insurance

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Health care insurers and health care providers must give the following notice to enrollees pursuant to ARS § 20-3117:

- Health insurers must include the notice in each explanation of benefits or other similar claim adjudication notice that is issued to enrollees and that involves covered services provided by a non-contracted health care provider.
 - A health care provider, a provider's representative or a billing company who is contacted by an enrollee regarding a dispute involving a surprise out-of-network bill must provide the notice to the enrollee.
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Surprise Out-of-Network Billing Notice to Enrollee

If you receive a bill for \$1,000 or more from an out-of-network (non-contracted) provider for services provided at an in-network (contracted) facility, Arizona law may give you the right to a dispute resolution process through the Arizona Department of Insurance. The process begins with you filing a request with the Department. If the bill qualifies for dispute resolution, you or someone you designate to represent you will need to participate in the process.

FOR MORE INFORMATION: Visit the Surprise Out-of-Network Bill Dispute Resolution web page at insurance.az.gov/soonbdr.