

Use TDI as your dispute adjudicator

By Amanda Gohlke Fields, American Pharmacies General Counsel

The Texas Department of Insurance continues to work closely with the Texas Department of Insurance (TDI) to help the independent pharmacy profession submit and resolve complaints against health maintenance organizations, insurers and the entities they contract with to process and pay claims-pharmacy benefit managers (PBMs). TPBC's staff and consultants have participated in a continuing series of pharmacy outreach efforts with TDI since 2009, with the overall goal to enhance the complaint resolution process for you.

Be sure to bookmark TDI's pharmacy-specific webpage <http://www.tdi.state.tx.us/hprovider/pharmacy.html> where you can find valuable information and file your own complaints online. Utilizing TDI as your dispute adjudicator can save you time and money.

In order to file a complaint with TDI, pharmacists can use the online complaint form and will need to submit the following information:

- the pharmacist / pharmacy contact information;
- the name of the health plan and/or PBM involved in the complaint;
- the nature of the complaint; and
- patient name(s), group and ID number(s), and date(s) of service

If you do not submit this information, your complaint will be returned.

Please also be aware that TDI has jurisdiction only over complaints that involve claims for health benefit plans that are issued by preferred provider benefit plans (insurers) and by health maintenance organizations. TDI does not have jurisdiction over complaints that involve claims from self-funded ERISA plans, Medicaid, Medicaid Star or Medicaid Star Plus, Medicare, Medicare Advantage, Medicare Part D plans, CHIP, TRICARE (formerly CHAMPUS), self-funded government or school or church health plans, federal employee and postal worker plans, workers' compensation coverage or indemnity plans. TDI will return your complaint if it falls in this second category of claims.

An easy way to determine if TDI has jurisdiction is to look at your patient's insurance card to determine whether TDI has jurisdiction over the claim that you are complaining about. The patient's card will state "TDI" on the front if TDI has jurisdiction over the claim / plan. This will also give you the patient name, group and ID number (required).

Please submit your complaints regarding insurers, HMOs or PBMs to TDI. If TDI doesn't hear from you, they are not aware of the problems.

If you have questions or need assistance with filing your complaint or TDI's resolution

of the complaint, please email Amanda Gohlke Fields, general counsel, at afields@aprx.org.