



USE TDI AS YOUR DISPUTE ADJUDICATOR

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Introduction

The Texas Pharmacy Business Council (American Pharmacies' advocacy arm) works 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 pharmacy benefit managers (PBMs) they contract with to process and pay claims. TPBC's staff and consultants have worked with TDI continuously since 2009 with the overall goal of improving protections of pharmacy from abusive insurers and making the complaint process simpler and more effective for you.

Be sure to bookmark TDI's pharmacy-specific webpage: www.tdi.state.tx.us/hprovider/pharmacy.html. It has valuable information and you file your own complaints online. Using TDI as your dispute adjudicator can save you both time and money.

TEXAS DEPARTMENT OF INSURANCE

To file a complaint with TDI, use the [online complaint form](#) to submit the following information:

- ▶ pharmacist /pharmacy contact information;
- ▶ name of the health plan and/or PBM involved in the complaint;
- ▶ 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. If you prefer, you may email your complaint and supporting documents to ConsumerProtection@tdi.texas.gov or fax them to 512-475-1171.

Please 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 HMOs. 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.

You can look at a 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 TDI-required patient name, group and ID number.

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.

Questions? Please contact Amanda Gohlke Fields at afields@aprx.org

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