



SURPRISE OUT-OF-NETWORK BILLING DISPUTE RESOLUTION REQUEST

INFORMAL SETTLEMENT TELECONFERENCE SCHEDULING DETAILS

Within 21 calendar days after receiving instructions from the Department to schedule an informal settlement teleconference (“IST”), the insurer needs to contact the enrollee and provider to schedule the date and (Arizona) time for the IST, and needs to upload a completed version of this form to report the scheduling details to the Department.		ADOI Case #:
Insurer NAIC #:	Insurer Name:	
Insurer Contact Person Name:	Phone:	Email:
Who will participate for Enrollee (Name)?	Phone:	Email:
Who will participate for Provider (Name)?	Phone:	Email:
IST Date:	IST Time: <input type="checkbox"/> AM <input type="checkbox"/> PM Arizona Time	
How will the insurer conduct the informal settlement teleconference (“IST”)?		
<input type="checkbox"/> By creating a teleconference call by calling out to each of the parties		
<input type="checkbox"/> By having the parties call into the teleconference using the following information:		
Phone Number:	Conference #:	Audio PIN:
<input type="checkbox"/> Other (describe below):		
UPLOAD THE COMPLETED AND SAVED VERSION OF THIS DOCUMENT INTO THE SURPRISE OUT-OF-NETWORK BILLING DISPUTE RESOLUTION SYSTEM at https://azinsurance.online/soonbdrs		

QUESTIONS? See if the answer is on our website at <https://insurance.az.gov/soonbdr>, and if not, send e-mail to soonbdr@azinsurance.gov, or call our Surprise Out-of-Network Billing Dispute Resolution Analyst at (602) 364-2399.