



AAA® Healthcare ADR Services

Private, cost-effective resolution of healthcare-related disputes

Healthcare organizations can integrate alternative dispute resolution methods into their conflict-management programs to resolve disputes efficiently while preserving business relationships.

AAA Healthcare Customers

- Benefits administrators
- Equipment sales, leasing, and maintenance companies
- Health plans
- Health systems
- Hospitals
- Information systems vendors
- Managed care organizations
- Medical device manufacturers
- Medical suppliers
- Outsourced healthcare services
- Pharmaceutical manufacturers
- Physicians groups

2016 MEDIAN TIMES TO RESOLUTION

AAA Healthcare Commercial Claims: 16.8 months¹

AAA Payor Provider Claims: 15.9 months²

U.S. District Court: 24.9 months³

A Sample of AAA Healthcare and Reimbursement Matters Handled

- Accountable Care Organization (ACO) disputes
- Asset sales and purchase disputes
- Credentialing, peer review, and hospital governing boards
- Employment disputes
- Healthcare corporate transactions
- Joint ventures and mergers and acquisitions
- Licensing and healthcare technology
- Outsourcing and vendor disputes
- Partnership disputes
- Payor provider and managed-care contracting
- Provider contracts
- Shareholder disputes



AAA National Healthcare Panel of Arbitrators and Mediators

Demonstrated expertise in the technical, business, and legal aspects of healthcare disputes

Panelists' professional experience

- In-house counsel and outside attorneys representing major health systems, health plans, providers, hospitals, and healthcare trade associations
- Physicians and nurses with law degrees
- CEOs, CFOs, and CPAs for large health systems and providers
- Healthcare consultants

Panelists' expertise

- Credentialing
- Employment
- Joint Ventures
- Managed Care
- Medical malpractice (post dispute or mediation)
- Partnership
- Peer review
- Pharmaceuticals/Biotech
- Provider contracts
- Reimbursement
- Technology
- Transactions

Streamlined Healthcare Payor Provider Rules Process

- Single Arbitrator
- Three Administrative tracks
 - **Desk/telephonic track:** No discovery or depositions unless good cause is shown
 - **Regular track:** Depositions limited to one per party, additional depositions considered for good cause
 - **Complex track:** Depositions limited to two per party, additional depositions considered for good cause

¹ 2016 cases with claims or counterclaims over \$75,000. Cases that went into abeyance or had only non-monetary claims or counterclaims were excluded.

² Ibid.

³ 2016 U.S. District Court data from http://www.uscourts.gov/sites/default/files/data_tables/fjcs_c5_0331.2016.pdf

For more information on **AAA Healthcare ADR**, please:

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