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

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

2016 MEDIAN TIMES TO RESOLUTION

AAA Healthcare Commercial Claims: 16.8 months
AAA Payor Provider Claims: 15.9 months
U.S. District Court: 24.9 months

Continued on next page.
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.

For more information on AAA Healthcare ADR, please:

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