



# 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 suppliers
- Outsourced healthcare services
- Pharmaceutical manufacturers
- Physicians groups

## 2016 MEDIAN TIMES TO RESOLUTION

**AAA Healthcare Commercial Claims:** 16.8 months<sup>1</sup>

**AAA Payor Provider Claims:** 15.9 months<sup>2</sup>

**U.S. District Court:** 24.9 months<sup>3</sup>

## 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

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

<sup>2</sup> Ibid.

<sup>3</sup> 2016 U.S. District Court data from [http://www.uscourts.gov/sites/default/files/data\\_tables/fjcs\\_c5\\_0331.2016.pdf](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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