

## PROVIDER DISPUTE RESOLUTION

Assembly Bill 1455, the California Department of Managed Health Care has set forth regulations establishing certain claim settlement practices and the process for resolving claims disputes for managed care products regulated by the Department of Managed Health Care.

California regulations require that every provider dispute include the following information:

- Provider's name
- Provider's NPI number
- Provider's tax identification number
- Provider's contact information

A detailed description of the Provider Dispute Resolution (PDR) process is available on the CPMG web site at [www.CPMGSanDiego.com](http://www.CPMGSanDiego.com). The PDR form is located in the "FORMS" section of this manual and also is available on the CPMG web site.