



# MARYLAND Department of Health

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

July 1, 2020

Anderson & Quinn Attorney at Law, LLC  
25 Wood Lane  
Rockville, Md 20850

Ref: [REDACTED]

Provider: [REDACTED]

Patient: [REDACTED]

Dear Jason Anderson:

You have requested that we review claims that were denied by [REDACTED]. The Managed Care Administration no longer provides billing adjudication to resolve disputes between providers and managed care organizations (MCOs).

This does not mean that you have no recourse. For all claim-related disputes, you may use the MCO's provider appeals process.

For administrative claim disputes, if you have a cause of action, the courts of Maryland are available to resolve the issue in accordance with your contract with the MCO.

For medical necessity claim disputes, after exhausting the MCO provider appeals process, you can request a claim(s) review by the Department's Independent Review Organization (IRO) within 30 days of the MCO's final appeal decision. Information about how to use the IRO can be found on the Department's website: <https://mmcp.health.maryland.gov/pages/IRO-Information.aspx>.

We regret that we must discontinue this service, but staff and resource constraints are significant.

Sincerely,

[REDACTED]