

Rapid Dispute Resolution and Arbitration for Non-Contracted Hospitals

Non-contracted hospitals providing services to Aetna Better Health of Michigan members through the MDHHS Hospital Access agreement may request a rapid dispute resolution process as specified in the Medicaid Provider Manual, after the hospital has first exhausted its efforts to achieve a resolution through Aetna Better Health of Michigan's administrative appeals process. Non-contracted hospitals must submit a request for rapid dispute resolution within 90 days of the plan's final determination.

Non-contracted hospitals that have not signed a Hospital Access agreement, and noncontracted, non-hospital providers serving Aetna Better Health of Michigan members do not have access to the rapid dispute resolution process. Instead, they may initiate a binding arbitration process. Providers must exhaust Aetna Better Health of Michigan's internal provider appeals process before requesting arbitration. To initiate binding arbitration, call Aetna Better Health of Michigan to obtain a list of MDHHS selected arbitrators. The decision of the arbitrator is final.