

## Highmark Settlement Step-by-Step Compliance Dispute Procedure

Listed below are the steps to challenge Highmark's violation of Section 7 of the Settlement Agreement located on this website ([www.HMOSettlements.com/pages/highmark.html](http://www.HMOSettlements.com/pages/highmark.html)). Section 7 lists the business practice changes to which Highmark has committed.

1. Any physician who has not opted out of the Settlement may file a compliance dispute with the Compliance Dispute Facilitator (the "Facilitator"), Deborah Winegard. Compliance disputes must be filed no later than 90 days of the date the dispute arose or was reasonably discovered, whichever is later.
2. Signatory and Additional Signatory Medical Societies are able to assist physicians from any state on these settlements, and will file on their behalf. For a list of these societies, see [www.HMOSettlements.com](http://www.HMOSettlements.com). These societies can also file disputes on behalf of all class members who belong to their societies.
3. The form must be completed by the physician or his or her office staff, and must include the physician's signature. The physician should describe, using specific facts, the health plan's conduct which he or she believes constitutes a material breach of the health plan's obligation under the Settlement Agreement. The physician should also specify which provision of the Settlement has been breached, and describe how he or she has been harmed by the breach.
4. The physician should attach to the form any supporting documentation, including any correspondence between the physician and the health plan, and any records which the physician believes are relevant for the Facilitator to determine the merits of the complaint.
5. The completed form and attachments should be mailed or faxed to the Compliance Dispute Facilitator at the address provided below. Please note that **NO FEE IS REQUIRED.**
6. After the Facilitator receives the compliance dispute form, the Facilitator will contact the physician to advise whether the form is properly completed, and whether, in the Facilitator's opinion, the alleged wrongful conduct is a compliance dispute.
7. The Facilitator will prosecute the dispute on the physician's behalf without charge, and keep the physician informed as the compliance dispute process takes its course.
8. The contact information for the Facilitator is:

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