



Arnold Schwarzenegger, Governor  
State of California  
Business, Transportation and Housing Agency

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980 Ninth Street  
Sacramento, CA 95814

Date: June 2, 2005

TO: ALL LICENSED HEALTH CARE SERVICE PLANS

FROM: Richard Martin  
Provider Complaint Unit

RE: REVISION OF THE ANNUAL PLAN CLAIMS PAYMENT AND DISPUTE  
RESOLUTION MECHANISM REPORT AND THE QUARTERLY CLAIMS  
SETTLEMENT PRACTICES REPORT

Over the past several months, the Department met with participants in a work group to revise the Annual Plan Claims Payment and Dispute Resolution Mechanism Report and the Quarterly Claims Settlement Practices Report. After several discussions and recommended changes, the Department has finalized the reports. The formats for the reports are enclosed. In addition, the reports can be viewed on our website: [www.dmhc.ca.gov](http://www.dmhc.ca.gov). Please review the formats, as there are several changes that will be required beginning with the fourth quarter of 2006.

The Health Industry Collaboration Effort (ICE) Claims Auditing and Reporting Sub-Team will be writing proposed instructions for the Annual Plan Claims Payment and Dispute Resolution Mechanism Report and the Quarterly Claims Settlement Practices Report. We anticipate that the instructions will be approved by September 1, 2005. ICE has continued to work with the Department to seek ways to simplify implementation(s) and improve compliance through standardized reporting mechanisms, provider communications, and training. The Department encourages your involvement with ICE. If you would like to participate, please visit [www.iceforhealth.com](http://www.iceforhealth.com) for further information.

If you have any questions, please contact Michelle Yamanaka, of my staff, at [myamanaka@dmhc.ca.gov](mailto:myamanaka@dmhc.ca.gov) or (916) 322-0391.

Attachments