

GOA THIRD PARTY CENTER

Report of Problem / Incident with Managed Care Organization (MCO)

Instructions: 1) Fill out details on this form. Use additional sheets if necessary. 2) Attach copies of your letter(s) that you have sent (if any) to MCO on this problem. 3) Attach copies of any letters or EOBs sent to you by the MCO on this problem. 4) Attach copies of any letters or EOBs sent to your patient concerning this problem. 5) Forward these materials to the GOA office at the address below. Remember to save a copy for yourself. 6) The GOA staff will acknowledge receipt of the material and tell you when the problem will be reviewed. 7) A TPC member will contact you following that review to advise you of next steps to resolve the problem.

Your Name:

Today's Date:

Your Phone:

Your Email:

Name & Address of MCO:

Briefly Describe the Problem:

Date of Last Contact:

Phone Number at MCO:

Who in your office made that contact?

Name and Title of Person(s) spoken to at MCO:

Response of Person(s) spoken to at MCO:

Are there any letters, EOBs or correspondence concerning this problem/incident? ___ Yes ___ No (If yes, please forward a copy!)

Forward this form, along with copies of all relevant correspondence, to the GOA office at 400 West Peachtree Street, NW, Suite 201, Atlanta, GA 30308 or fax to 770-961-9965