



MEDICAL SOCIETY OF THE STATE OF NEW YORK  
Physician Payment & Practice Division- Council Report  
Heather K. Lopez- BSc., MSihm, Director

**Consult Summary**

January- 50 consults, 30 resolved & 20 pending  
February- 56 consults, 36 resolved & 20 pending

**United excessive medical record request**

- \*Received letter back from complaint filed with DFS that united inappropriately asked for medical records which yielded an interest payment over \$600 back to physician.
- \* Submitted another claim complaint to DOL as they were self- funded, no response yet. Left multiple messages and no response.
- \* Multiple offices have called, and we have submitted formal complaints, many with DFS. DFS is back logged and taking longer than expected but cases are filed.
- \* Provided examples/information specific to excessive medical record request for testimony that Dr. Sellers will be speaking at. (Originally scheduled for end of Feb but was rescheduled)

~Large Win with united claim doctor was struggling with for over 14 months. Submitted DFS complaint and within 3 weeks was able to get response United must pay which was a large dollar amount

~Working on getting more webinars together regarding various topics

~ Recruited Epoch Health Solutions to join as a member benefit who has been utilized already by members

~ Received multiple inquiries from former members for my services and was able to get them to renew. One which was multiple doctors yielding over \$6000