

**SURPRISE OUT-OF-NETWORK BILLING DISPUTE RESOLUTION REQUEST (SOONBDR)**



**INFORMAL SETTLEMENT TELECONFERENCE – SCHEDULING DETAILS**

**Within 21 calendar days** after receiving instructions from the department to schedule an informal settlement teleconference (“IST”), the insurer needs to contact the enrollee and provider to schedule the date and (Arizona) time for the IST, and needs to upload a completed version of this form to report the scheduling details to the department.

		<b>DIFI CASE NO.</b>	<b>IST DATE</b> M/DD/YYYY	<b>IST TIME (ARIZONA)</b> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
<b>INSURER NAIC NO.</b>	<b>INSURER NAME</b>			
<b>INSURER CONTACT PERSON NAME</b>		<b>AREA CODE &amp; PHONE NO.</b>	<b>EMAIL ADDRESS</b>	

<b>WHO WILL PARTICIPATE FOR ENROLLEE (NAME)?</b>	<b>AREA CODE &amp; PHONE NO.</b>	<b>EMAIL ADDRESS</b>
<b>WHO WILL PARTICIPATE FOR PROVIDER (NAME)?</b>	<b>AREA CODE &amp; PHONE NO.</b>	<b>EMAIL ADDRESS</b>

How will the insurer conduct the informal settlement teleconference (“IST”)?

By creating a teleconference call by calling out to each of the parties.

By having the parties call into the teleconference using the following information:

<b>AREA CODE &amp; PHONE NO.</b>	<b>CONFERENCE NUMBER</b>	<b>AUDIO PIN</b>
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Other (*describe below*):

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**UPLOAD THE COMPLETED AND SAVED VERSION OF THIS DOCUMENT to the surprise out-of-network billing dispute resolution system found online at <https://azinsurance.online/soonbdrs>.**

**QUESTIONS?** Please try to *first* find the answer(s) on our website before emailing or calling us.

<https://difi.az.gov/soonbdr> | [soonbdr@difi.az.gov](mailto:soonbdr@difi.az.gov) | (602) 364-2399