

Avenues for Seeking Help with Insurance Issues

- ❖ A first step in resolving insurance issues is to gather as much accurate information as you can. Calling the insurance company directly to clarify information is a starting point.
- ❖ Seek advice from colleagues. Reach out to psychologists you know, as well as utilizing the knowledge of psychologists on the NYSPA Listserv and any other organization with which you belong.
- ❖ Check the Insurance Resource page on the NYSPA website. There is information related to insurance contacts, procedures, and policies.
- ❖ You may seek legal counsel on your own or through the legal consultation service provided with your NYSPA membership.
- ❖ If you have not met success through communicating with the insurance company directly, there are other agencies that you can contact to make a formal complaint. The following web page: http://www.health.ny.gov/health_care/managed_care/complaints/, lists New York state government agencies to contact regarding particular insurance concerns. Among the agencies listed are the NYS Department of Health Bureau of Managed Care and NYS Department of Financial Services. Another resource is the Attorney General's Health Care Bureau. They can be contacted at their regional offices, or by contacting Albany at <http://www.ag.ny.gov/bureau/health-care-bureau>.