



Policy Position/Statement

URAC supports Congressional legislation to protect patients from “surprise billing”. This practice has placed financial hardship on patients due to the lack of coordination in our delivery system and the misaligned billing practices of healthcare organizations. If Congress considers adoption of an arbitration model whereby an independent arbiter decides any payment disputes between health plans and providers, we believe that the arbiter(s) should be accredited independent review organizations (IROs). Payers, providers, and their regulators deserve an independent, qualified assessment regarding a payment determination. Accredited IROs have a 20-year history protecting patients by serving as trusted independent clinical experts. Accredited IROs have a strong foundation avoiding conflicts of interest, utilizing high-qualified and specialized clinical reviewers and staff, and rendering accurate and timely decisions in a transparent manner. New York, New Jersey, and Illinois have all found success utilizing the arbitration model.