

To: AmeriHealth Caritas Florida Providers

Date: March 25, 2024

Subject: AHCA's Claims Dispute Resolution Program has a new vendor, Capitol Bridge

The Agency for Health Care Administration (AHCA) has contracted with Capitol Bridge, an independent dispute resolution organization, to assist health care providers and health plans in resolving claim disputes. The Statewide Provider and Health Plan Claim Dispute Resolution Program (Dispute Resolution Program) is a statutorily created program available to assist health care providers and health insurance plans resolve health care claims disputes. Claim disputes must have been submitted by the provider or the health plan, and they must have been denied in full or in part or presumed to be underpaid or overpaid.

Effective 3/11/2024, Capital Bridge became fully operational and is accepting claim disputes between health care providers and health insurance plans. AHCA ended its contract with Maximus, their previous dispute resolution vendor, on June 30, 2023.

For more information, application forms, and instructions on how to file claims, please contact Capitol Bridge at FLCDR@capitolbridge.com or by calling **1-800-889-0549**.

If you have questions about this communication, please contact your Provider Account Executive or Provider Services at **1-800-617-5727**.

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