

April 19, 2016

“PROMPT PAY”:

FILING A COMPLAINT WITH THE NYS DEPARTMENT OF FINANCE

If you are having difficulty resolving a dispute with an insurance company this website may be the answer. The NYS Department of Finance (formerly the NYS Department of Insurance) has an easy-to-use feature for obtaining review of a claim which I and many others have found helpful in getting paid.

Go to <http://www.dfs.ny.gov/consumer/fileacomplaint.htm>

Disregard “File a complaint--Begin” (this is for consumers). Scroll down to “Provider Prompt Pay”.

You will be required to create an account in order to use their Secure Portal. See “How to Create an Account.” Once you do this you will have access to the app “Provider Complaint Forms” when you sign in.

Click on this and complete the online form.

You are not required to obtain a release from the client but you will probably want to notify them that you are filing a complaint.

It is possible to contact the NYS Department of Finance by telephone but Prompt Pay seems to be the quickest and most efficient manner to get their attention.

Telephone numbers for insurance related questions: 1-212-480-6400 or
1-800-342-3736

Prompt pay complaints: 1-800-358-9260

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