



**TOTAL HEALTH CARE, INC.  
ARBITRATION OPTION TO SETTLE MEDICAID CLAIMS DISPUTES**

If the appeal decision is not acceptable to you as a provider, you have the right to participate in a binding arbitration process with regard to Medicaid members only. The Department of Community Health will provide a listing of neutral arbitrators who resolve billing disputes that will be used by you and Total Health Care to resolve the issue.

To submit an appeal either write to Total Health Care or call:

Medical Director: (313) 871-7801

Provider Relations Department: (313) 871-7809 or (313) 871-7806