



What to expect from Medical Fee Dispute Resolution

Medical fee dispute resolution

Medical fee dispute resolution (MFDR) helps resolve disputes about the payment due for non-network or approved out-of-network health care.

Generally, MFDR is not the correct dispute path for medical bills denied for medical necessity, compensability, extent of injury, relatedness, or liability. See [medical bill denial dispute paths](#).

MFDR process

- The requester **must file** a [DWC Form-060, Medical Fee Dispute Resolution Request](#), and required documentation, including a position statement, within one year from the date of service (or inpatient discharge date), with few exceptions.
- DWC will send an acknowledgement letter to the requester and forward a copy of the request and documentation to the respondent.
- The respondent submits a response within 14 calendar days.
- DWC will review the request and response to determine the appropriate action.
- DWC will send the outcome to the disputing parties after completing its review.

Possible outcomes

Withdrawal – requester notifies DWC to withdraw the MFDR request.

- Not a final decision.
- May be resubmitted if timely.
- May not be appealed.

Dismissal – issued by DWC.

- Not a final decision.
- May be resubmitted if timely.
- May not be appealed.

Decision – the decision of the Medical Fee Dispute Resolution Program area.

- Includes decisions for disputes that are untimely filed.
- May be appealed.

Appeals

MFDR decisions must be appealed within 20 days from receipt using [DWC Form-045M](#), *Request to Schedule, Reschedule, or Cancel a Benefit Review Conference to Appeal a Medical Fee Dispute Decision*.

Contact us

- CompConnection@tdi.texas.gov or 800-252-7031, option 3 for questions.
- MDRInquiry@tdi.texas.gov for MFDR status or withdrawal requests.

