Fight Back Against Downcoding:

File A Complaint

New downcoding law in Illinois takes effect in 2028; ISMS is hearing reports of health insurers "gaming the system" in advance of the new protections.

If your practice has noticed a recent increase in downcoded claims, please file a complaint through the Illinois Department of Insurance (IDOI) Help Center at: idoihelpcenter.illinois.gov/s/

Doing so is what drives the IDOI to take action!

Find out more: ISMS.org/Stop-Downcoding

Filing a Complaint is Easy!

Watch this short video walking you through the process:



When completing the complaint form, you need to include:

- Your contact information
- The Insurance company's information
- Details about your insurer's behavior

Need help? Contact the Illinois Department of Insurance at 877-527-9431.

Scan the QR codes below to learn more:

Understanding the Consumer Complaint Process:

How to File a Complaint:

Illinois State Medical Society

All of the resources listed here along with more helpful links can be found at: **ISMS.org/Stop-Downcoding**