



Qualification Criteria and Responsibilities for Members of the AAA® Panel of Healthcare Arbitrators

The American Arbitration Association® (AAA) is the nation's leading provider of alternative dispute resolution services. The AAA is committed to offering a Panel of Healthcare Arbitrators in whom parties can have the utmost confidence, comprised of individuals with whom the Association has a strong and positive relationship and is based primarily on caseload needs and user preferences.

Qualification Criteria

The Healthcare experience qualification varies depending upon the background of the individual. Members on the AAA Panel of Healthcare Arbitrators must meet or exceed the following qualification criteria:

- Healthcare Business Executive: Minimum of 10 years healthcare experience with at least 7 years in one or more senior-level positions of a healthcare industry company, firm, or organization. Includes: Physicians, Nurses, Allied Health Professionals, CEOs, CFOs, and Consultants.
- Legal Professional: Attorney with a minimum of 10 years in legal practice with at least 30% of practice for the past 10 years devoted to the practice of Healthcare Law. Includes: In-house and Outside Counsel with major healthcare trade associations, hospitals, health plans, and health systems.
- Judges: Minimum of 10 years State Court or Federal experience

Other Required Qualifications

- Educational degree(s) and/or professional license(s) appropriate to the neutral's field of expertise
- Honors, awards, and citations demonstrating leadership in the healthcare industry or field
- Training in dispute resolution and experience in arbitrations and other forms of dispute resolution
- Membership in relevant business, trade or professional associations
- Other relevant experience or accomplishments (e.g., published articles)



Responsibilities

Members on the AAA Panel of Healthcare Arbitrators must understand and support their responsibilities to the Alternative Dispute Resolution (ADR) process, the parties that they serve, and the AAA. The responsibilities inherent in the role of a Neutral include:

Neutrality

- Freedom from bias and prejudice
- Commitment to impartiality and objectivity
- Ability to evaluate and apply legal, business, or trade principles

Judicial Capacity

- Appropriate Temperament—unbiased, patient, professional
- Dispute Resolution Skills—ability to manage the hearing process
- Thorough and impartial evaluation of testimony and other evidence

Reputation

- Held in the highest regard by peers for integrity, fairness, and good judgment
- Dedicated to upholding the *Code of Ethics for Arbitrators in Commercial Disputes*

Commitment to ADR Process

- Willingness to devote time and effort when selected to serve, in accordance with the needs of the parties
- Willingness to commit to speed, economy, and a just resolution
- Willingness to support efforts of the AAA and the policies and practices the AAA applies to best serve the field of ADR
- Willingness to complete annual Arbitrator Continuing Education (ACE) and other training required of members of the AAA Roster

The composition of the Roster of Neutrals is at the sole discretion of the AAA, including the selection and retention decisions of Arbitrators and Mediators. Continuation on the Roster or an Industry Panel is subject to standard review based on service need, qualifications, and performance, as deemed appropriate by AAA. Neither acceptance to the Roster nor appointment to cases shall make any member of the Roster of Neutrals an employee, agent, or independent contractor of the AAA.