



Arkansas State Board Of Chiropractic Examiners

www.arkansas.gov/asbce

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Thomas J. Allenburg, D.C., CEO
ACN Group, Inc.
6300 Olson Memorial Highway, MN010-W120
Golden Valley, MN 55427

Dear Dr. Allenburg:

The mission of the Arkansas State Board of Chiropractic Examiners is consumer protection regarding the practice of chiropractic.

The Arkansas State Board of Chiropractic Examiners has received complaints from Arkansas licensed chiropractic physicians that ACN Group has aggressively cut insurance claims and denied treatment plans to Arkansas citizens based upon statistical models rather than medical information provided by the physicians. It is our understanding that ACN Group is acting as claims reviewer for United Health Care, a company with which it is affiliated.

We are concerned about the affiliation between ACN Group and United Health Care and the obvious lack of independence and apparent financial incentive that has undermined patient care. These activities have also undermined patient confidence in the competency of Arkansas licensed chiropractic physicians to construct and administer treatment plans and to provide care warranted by presenting conditions of their patients.

The Board of Examiners would like to express our concern regarding these complaints and offer you an opportunity to explain your claims and treatment plan review protocols, as well as directives and financial incentives from United Health Care to ACN Group.

Sincerely,

Beverly J. Foster, D.C., D.A.B.C.O.
President

CC: American Chiropractic Association
International Chiropractic Association
Arkansas Chiropractic Society
Arkansas Chiropractic Association
Ms. Julie Benafield Bowman, Arkansas Insurance Commissioner

Enclosure