

American Arbitration Association
New York No-Fault Arbitration Tribunal

In the Matter of the Arbitration between:

Wellness Worx Incorporated
(Applicant)

- and -

Allstate Fire & Casualty Insurance Company
(Respondent)

AAA Case No. 17-26-1441-9400

Applicant's File No. CF13038538

Insurer's Claim File No. 0812549673

NAIC No. 29688

ARBITRATION AWARD

I, Anne Malone, the undersigned arbitrator, designated by the American Arbitration Association pursuant to the Rules for New York State No-Fault Arbitration, adopted pursuant to regulations promulgated by the Superintendent of Insurance, having been duly sworn, and having heard the proofs and allegations of the parties make the following **AWARD**:

Injured Person(s) hereinafter referred to as: EIP

1. Hearing(s) held on 09/28/2026
Declared closed by the arbitrator on 09/28/2026

Tinamarie Franzoni, Esq. from Choudhry & Franzoni Law Group participated virtually for the Applicant

Anisah Molic, Esq. from Law Offices Of Richard Schoenberg participated virtually for the Respondent

2. The amount claimed in the Arbitration Request, **\$3,926.37**, was NOT AMENDED at the oral hearing.
Stipulations WERE NOT made by the parties regarding the issues to be determined.
3. Summary of Issues in Dispute

The 19 year old EIP reported involvement a motor vehicle accident on November 11, 2025; claimed related injury and received Cyclobenzaprine, Lidocaine ointment and Diclofenac gel provided by the applicant on December 12, 2025.

The applicant submitted a claim for this oral and topical prescription medication. The respondent made late partial payment for the oral medication and denied payment for the topical medication based upon a peer review by Isandr Dumesh, M.D. dated January 19, 2026. In response, the applicant submitted a rebuttal dated August 27, 2026 by Arkam Rehman, M.D.

The applicant contends that the respondent made a late payment for the oral medication and that a balance of \$3.94 is due.

The issues to be determined at the hearing are:

Whether the respondent established that the topical prescription medication at issue was not medically necessary.

Whether the respondent made timely partial payment for the oral medication provided to the EIP.

4. Findings, Conclusions, and Basis Therefor

This hearing was held on Zoom and the decision is based upon the documents reviewed from the Modria File as well as the arguments made by counsel and/or representative at the arbitration hearing. Only the arguments presented at the hearing are preserved in this decision; all other arguments not presented at the hearing are considered waived.

Medical Necessity

To support a lack of medical necessity defense respondent must "set forth a factual basis and medical rationale for the peer reviewer's [or examining physician's] determination that there was a lack of medical necessity for the services rendered." Provvedere, Inc. v. Republic Western Ins. Co., 2014 NY Slip Op 50219(U) (App. Term2d, 11th and 13th Jud. Dists. 2014.)

Respondent bears the burden of production in support of its lack of medical necessity defense, which if established shifts the burden of persuasion to applicant. See Bronx Expert Radiology, P.C. v. Travelers Ins. Co., 2006 NY Slip Op 52116 (App. Term 1st Dept. 2006.)

The Civil Courts have held that a defendant's peer review or report of medical examination must set forth more than just a basic recitation of the expert's opinion. The trial courts have held that a peer review or medical examination report's medical rationale will be insufficient to meet respondent's burden of proof if: 1) the medical rationale of its expert witness is not supported by evidence of a deviation from "generally accepted medical" standards; 2) the expert fails to cite to medical authority, standard, or generally accepted specifics as to the claim at issue, is conclusory or vague. See Nir v. Allstate, 7 Misc.3d 544 (N.Y. City Civ. Ct. 2005.)

To support its contention that the Diclofenac gel and Lidocaine ointment topical prescription medication provided by the applicant was not medically necessary, respondent relies upon the report of the peer review by Dr. Dumesh, who

reviewed the medical records of the EIP and noted the injuries claimed and the treatment rendered to her. Dr. Dumesh considered possible arguments and justification for the need for the topical prescription medication at issue and determined that it was not warranted under the circumstances presented.

Dr. Dumesh specifically noted that the Cyclobenzaprine was medically necessary and the respondent made late partial payment for this oral medication.

He discussed the benefits and uses of the topical medication and determined that the Lidocaine ointment and Diclofenac 2% solution were not medically necessary based on the standard of care for the EIP's injuries and would only be necessary if the EIP was unable to tolerate the oral medication prescribed.

It was Dr. Dumesh's opinion that the Diclofenac gel and Lidocaine ointment at issue was not medically necessary without an indication that there was any pre-existent medical history which prevented the EIP from taking standard oral pain medication.

He supported, with relevant medical literature, his opinion that the topical medication at issue was not medically necessary for this EIP.

Respondent has met its evidentiary burden. The peer review adequately sets forth the factual basis and medical rationale to support the conclusion that the prescription medication at issue was not indicated for this particular EIP. Therefore, pursuant to Bronx Expert Radiology, *supra* the burden shifts to the applicant, who bears the ultimate burden of persuasion to establish that the prescription medication at issue were medically necessary.

In opposition to the peer review, the applicant presented a rebuttal by Dr. Rehman, who reviewed the EIP's medical records, disagreed with the conclusions reached by Dr. Dumesh and discussed in detail the injuries sustained by the EIP and the treatment rendered to her.

Dr. Rehman supported, with relevant medical citations, his opinion that the topical prescription medication at issue was medically necessary. He determined that the EIP's complaints of cervical, thoracic and lumbar spine and right knee pain and pain in her back was sufficient to establish that the Lidocaine ointment and Diclofenac gel were medically necessary.

After a review of all the evidence submitted an issue of fact remains as to whether the prescription medication provided to the EIP was medically necessary. Conflicting opinions have been presented in the peer review by Dr. Dumesh and the rebuttal by Dr. Rehman submitted on behalf of the applicant.

In this instance, Dr. Rehman did not submit a rebuttal which sufficiently refers to and rebuts the findings of Dr. Dumesh. In addition, the medical reports submitted do not contradict his assertions.

Based on the foregoing, I find that the respondent established that the prescription medication at issue was not medically necessary.

Fee Schedule

Based on the submissions, the applicant is entitled to \$3.94 for partial payment of the oral medication which was prescribed as part of this claim.

Accordingly, the applicant is awarded \$3.94 and the remainder of the claim is dismissed with prejudice.

Any further issues submitted in the record are held to be moot and/or waived insofar as they were not raised at the time of this hearing. This decision is in full disposition of all claims for no-fault benefits presently before this Arbitrator.

5. Optional imposition of administrative costs on Applicant.
Applicable for arbitration requests filed on and after March 1, 2002.

I do NOT impose the administrative costs of arbitration to the applicant, in the amount established for the current calendar year by the Designated Organization.

6. **I find as follows with regard to the policy issues before me:**

- ☐ The policy was not in force on the date of the accident
- ☐ The applicant was excluded under policy conditions or exclusions
- ☐ The applicant violated policy conditions, resulting in exclusion from coverage
- ☐ The applicant was not an "eligible injured person"
- ☐ The conditions for MVAIC eligibility were not met
- ☐ The injured person was not a "qualified person" (under the MVAIC)
- ☐ The applicant's injuries didn't arise out of the "use or operation" of a motor vehicle
- ☐ The respondent is not subject to the jurisdiction of the New York No-Fault arbitration forum

Accordingly, the applicant is AWARDED the following:

A.

Medical		From/To	Claim Amount	Status
	Wellness Worx Incorporated	12/12/25 - 12/12/25	\$3,926.37	Awarded: \$3.94
Total			\$3,926.37	Awarded: \$3.94

- B. The insurer shall also compute and pay the applicant interest set forth below. 02/10/2026 is the date that interest shall accrue from. This is a relevant date only to the extent set forth below.

Applicant is awarded interest pursuant to the no-fault regulations. See generally, 11 NYCRR §65-3.9. Interest shall be calculated "at a rate of two percent per month, calculated on a *pro rata* basis using a 30 day month." See 11 NYCRR §64-3.9(a). A claim becomes overdue when it is not paid within 30 days after a proper demand is made for its payment. However, the regulations toll the accrual of interest when an applicant "does not request arbitration or institute a lawsuit within 30 days after the receipt of a denial of claim form or payment of benefits" calculated pursuant to Insurance Department regulations. Where a claim is untimely denied, or not denied or paid, interest shall accrue as of the 30th day following the date the claim is presented by the claimant to the insurer for payment. Where a claim is timely denied, interest shall accrue as of the date an action is commenced or an arbitration requested, unless an action is commenced or an arbitration requested within 30 days after receipt of the denial, in which event interest shall begin to accrue as of the date the denial is received by the claimant. See, 11 NYCRR §65-3.9(c.) The Superintendent and the New York Court of Appeals has interpreted this provision to apply regardless of whether the particular denial was timely. LMK Psychological Servs. P.C. v. State Farm Mut. Auto. Ins. Co., 12 NY3d 217 (2009.)

C. Attorney's Fees

The insurer shall also pay the applicant for attorney's fees as set forth below

Applicant is awarded statutory attorney's fees pursuant to the no fault regulations. For cases filed after February 4, 2015 the attorney's fee shall be calculated as follows: 20% of the amount of first-party benefits awarded, plus interest thereon subject to no minimum fee and a maximum of \$1,360.00. See 11 NYCRR §65-4.6(d.)

- D. The respondent shall also pay the applicant forty dollars (\$40) to reimburse the applicant for the fee paid to the Designated Organization, unless the fee was previously returned pursuant to an earlier award.

This award is in full settlement of all no-fault benefit claims submitted to this arbitrator.

State of CT
SS :
County of Fairfield

I, Anne Malone, do hereby affirm upon my oath as arbitrator that I am the individual described in and who executed this instrument, which is my award.

10/10/2026
(Dated)

Anne Malone

IMPORTANT NOTICE

This award is payable within 30 calendar days of the date of transmittal of award to parties.

This award is final and binding unless modified or vacated by a master arbitrator. Insurance Department Regulation No. 68 (11 NYCRR 65-4.10) contains time limits and grounds upon which this award may be appealed to a master arbitrator. An appeal to a master arbitrator must be made within 21 days after the mailing of this award. All insurers have copies of the regulation. Applicants may obtain a copy from the Insurance Department.

ELECTRONIC SIGNATURE

Document Name: Final Award Form
Unique Modria Document ID:
9d20389b17e947e9c997a2868c42db4c

Electronically Signed

Your name: Anne Malone
Signed on: 10/10/2026