## JOURNAL OF HEALTH CARE LAW & POLICY

Volume 5

ARTICLES

## Number 2

## Symposium: "MEDispute: Resolving Health Care Conflicts"

Health Plan Internal Consumer Dispute Resolution Practices: Highlights from a National StudyNaomi Karp, J.D. Erica Wood, J.D.	283
Confidential From General Counsel to CEO: "I'm Fed Up, and <i>We're</i> Not Going to Take This Anymore!" Karl A. Slaikeu, Ph.D. Diane W. Slaikeu, J.D.	335
Mediation and Medicare Part A Provider Appeals: A Useful Alternative <i>Kathleen Scully-Hayes, J.D.</i>	356
Managing Conflict in an Urban Health Care Setting:	
What Do "Experts" Know? Kenneth Kressel, Ph.D. Cheryl Ann Kennedy, M.D. Elise Lev, Ed.D., R.N. Louise Taylor, Ph.D. Jonathan Hyman, J.D.	364
A Culture of Conflict: Lessons from Renegotiating Health Care Leonard J. Marcus, Ph.D.	447
Mediating Disputes in Managed Care: Resolving Conflicts Over Covered Services	479
Conflict In Health Care Organizations Mary Etta C. Mills, R.N., Sc.D.	502
Commentary	
Rights of People with Disabilities to Emergency Evacuation Under the Americans with Disabilities Act of 1990 William C. Hollis III	524