
By: Senator Young

Introduced and read first time: January 19, 1996

Assigned to: Finance

Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: February 23, 1996

CHAPTER ____

1 AN ACT concerning

2 **Health Care Access and Cost Commission - Health Maintenance Organizations - Survey**
3 **of Enrollees and Health Care Practitioners**

4 FOR the purpose of requiring that the system of evaluation established by the Health
5 Care Access and Cost Commission to comparatively evaluate the quality of care
6 outcomes and performance measures of health maintenance organization benefit
7 plans and services ~~include a method of surveying a certain number of enrollees of~~
8 ~~health maintenance organizations to determine if certain providers discuss certain~~
9 ~~information with enrollees~~ solicit quality and performance information from
10 enrollees; authorizing the system to solicit information from participating health
11 care practitioners of health maintenance organizations; requiring the Commission
12 to conduct a certain survey; specifying that the survey include a certain sample;
13 requiring the Commission to report certain compensation arrangements; and
14 generally relating to surveys of health maintenance organization enrollees and
15 health care practitioners.

16 BY repealing and reenacting, with amendments,

17 Article - Health - General

18 Section 19-1508(c)

19 Annotated Code of Maryland

20 (1990 Replacement Volume and 1995 Supplement)

21 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF

22 MARYLAND, That the Laws of Maryland read as follows:

2

1 **Article - Health - General**

2 19-1508.

3 (c) (1) The Commission shall:

4 (i) On or before January 1, 1994, establish and implement a system to
5 comparatively evaluate the quality of care outcomes and performance measurements of
6 health maintenance organization benefit plans and services on an objective basis; and

7 (ii) Annually publish the summary findings of the evaluation.

8 (2) The purpose of a comparable performance measurement system
9 established under this section is to assist health maintenance organization benefit plans to
10 improve the quality of care provided by establishing a common set of performance
11 measurements and disseminating the findings of the performance measurements to health
12 maintenance organizations and interested parties.

13 ~~(3) The system[, where]:~~

14 ~~(I) WHERE appropriate, shall solicit performance information from~~
15 ~~enrollees of health maintenance organizations; AND~~

16 ~~(II) SHALL INCLUDE A METHOD OF SURVEYING AT LEAST 25% OF~~
17 ~~ENROLLEES OF HEALTH MAINTENANCE ORGANIZATIONS TO DETERMINE WHETHER~~
18 ~~PROVIDERS PARTICIPATING IN A HEALTH MAINTENANCE ORGANIZATION DISCUSS~~
19 ~~WITH ENROLLEES INFORMATION ABOUT:~~

20 ~~1. THE BENEFITS, RISKS, AND COSTS OF MEDICAL~~
21 ~~TREATMENT OPTIONS; AND~~

22 ~~2. THE PROVIDER'S COMPENSATION AND FINANCIAL~~
23 ~~INCENTIVE OR BONUS ARRANGEMENT WITH THE HEALTH MAINTENANCE~~
24 ~~ORGANIZATION.~~

25 (3) (I) THE SYSTEM, ON AT LEAST A BIENNIAL BASIS, SHALL SOLICIT
26 QUALITY AND PERFORMANCE INFORMATION FROM ENROLLEES AND MAY SOLICIT
27 INFORMATION FROM PARTICIPATING HEALTH CARE PRACTITIONERS OF HEALTH
28 MAINTENANCE ORGANIZATIONS.

29 (II) THE COMMISSION SHALL SURVEY A STATISTICALLY
30 SIGNIFICANT SAMPLE OF ENROLLEES OF HEALTH MAINTENANCE ORGANIZATIONS
31 TO MEASURE QUALITY AND PERFORMANCE, INCLUDING HEALTH CARE
32 PRACTITIONER COMMUNICATION AND OVERALL SATISFACTION.

33 (III) ANY SURVEY OF PARTICIPATING HEALTH CARE
34 PRACTITIONERS OF HEALTH MAINTENANCE ORGANIZATIONS SHALL INCLUDE A
35 STATISTICALLY SIGNIFICANT SAMPLE OF PARTICIPATING HEALTH CARE
36 PRACTITIONERS TO MEASURE QUALITY AND PERFORMANCE, INCLUDING HEALTH
37 CARE PRACTITIONER AUTONOMY AND PATIENT CARE.

38 (4) THE COMMISSION SHALL REPORT GENERAL HEALTH CARE
39 PRACTITIONER COMPENSATION ARRANGEMENTS FOR EACH HEALTH

3

1 MAINTENANCE ORGANIZATION IN ADDITION TO ANY QUALITY AND PERFORMANCE
2 MEASURES.

3 ~~(4)~~ (5) (i) The Commission shall adopt regulations to establish the
4 system of evaluation provided under this section.

5 (ii) Before adopting regulations to implement an evaluation system
6 under this section, the Commission shall consider any recommendations of the quality of
7 care subcommittee of the Group Health Association of America and the National
8 Committee for Quality Assurance.

9 ~~(5)~~ (6) The Commission may contract with a private, nonprofit entity to
10 implement the system required under this subsection provided that the entity is not an
11 insurer.

12 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
13 October 1, 1996.