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By: Senators Bromwell and Dorman

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Committee Report: Favorable with amendments Senate action: Adopted Read second time: March 20, 1996

CHAPTER _____

1 AN ACT concerning

2 Health Care Consumer Information and Education Act

3 [TAG ftpo]FOR the purpose of requiring, under certain circumstances, certain health insurers

- 4 carriers to disclose certain information concerning the insurers carriers operating
- 5 practices in a certain manner to enrollees, prospective enrollees individual
- 6 purchasers, employers, and providers; specifying the information that insurers
- 7 <u>carriers</u> are required to disclose; prohibiting certain health insurers carriers from

8 preventing providers from disclosing certain information to enrollees; specifying the

9 application of this Act; requiring certain health insurers carriers to file certain

10 information with the Insurance Commissioner; authorizing the Commissioner to

11 adopt regulations; defining certain terms; and generally relating to requiring certain

12 health insurers carriers to disclose certain information about the insurer's carriers

13 operating practices to certain persons under certain circumstances.

14 BY adding to

- 15 Article 48A Insurance Code
- 16 Section 490FF
- 17 Annotated Code of Maryland
- 18 (1994 Replacement Volume and 1995 Supplement)

19 BY repealing and reenacting, with amendments,

- 20 Article Health General
- 21 Section 19-706(i)
- 22 Annotated Code of Maryland
- 23 (1990 Replacement Volume and 1995 Supplement)
- 24 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF
- 25 MARYLAND, That the Laws of Maryland read as follows:

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Article 48A - Insurance Code

2 490FF.

3 (A) (1) IN THIS SECTION THE FOLLOWING WORDS HAVE THE MEANINGS4 INDICATED.

5 (2) "CARRIER" MEANS:

6 (I) AN INSURER;

7 (II) A NONPROFIT HEALTH SERVICE PLAN;

8 (III) A HEALTH MAINTENANCE ORGANIZATION;

9 (IV) A COMMUNITY HEALTH NETWORK;

10 (III) (V) A DENTAL PLAN ORGANIZATION; OR

11(IV) (VI) ANY PERSON OR ENTITY ACTING AS A THIRD PARTY12 ADMINISTRATOR.

13 (3) "CONTRACT" MEANS ANY WRITTEN AGREEMENT BETWEEN A
14 PROVIDER AND A CARRIER FOR THE PROVIDER TO RENDER HEALTH CARE
15 SERVICES TO ENROLLEES OF THE CARRIER.

16 (4) "ENROLLEE" MEANS ANY PERSON ENTITLED TO HEALTH CARE17 BENEFITS FROM A CARRIER.

18 (5) "HEALTH CARE SERVICES" MEANS A HEALTH OR MEDICAL CARE19 PROCEDURE OR SERVICE RENDERED BY A PROVIDER THAT:

20 (I) PROVIDES TESTING, DIAGNOSIS, OR TREATMENT OF A HUMAN 21 DISEASE OR DYSFUNCTION; OR

22 (II) DISPENSES DRUGS, MEDICAL DEVICES, MEDICAL APPLIANCES,
23 OR MEDICAL GOODS FOR THE TREATMENT OF A HUMAN DISEASE OR
24 DYSFUNCTION.

(6) "PRINCIPLE PRINCIPAL OPERATING PRACTICES" MEANS THE
PROCESSES BY WHICH CARRIERS MAKE DECISIONS ABOUT WHAT SERVICES TO
COVER AND PAY FOR AND WHAT PROVIDERS WITH WHICH TO CONTRACT,
INCLUDING THE IDENTIFICATION <u>TITLES</u> OF KEY ADMINISTRATIVE AND EXECUTIVE
STAFF WHO MAKE THE DECISIONS.

30 (7) (I) "PROVIDER" MEANS A PERSON OR ENTITY LICENSED,
31 CERTIFIED, OR OTHERWISE AUTHORIZED UNDER THE HEALTH OCCUPATIONS
32 ARTICLE OR THE HEALTH - GENERAL ARTICLE TO PROVIDE HEALTH CARE
33 SERVICES.

- 34 (II) "PROVIDER" INCLUDES:
- 35 1. A HEALTH CARE FACILITY;
- 36 2. A PHARMACY;

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1	3. A PROFESSIONAL SERVICES CORPORATION;
2	4. A PARTNERSHIP;
3	5. A LIMITED LIABILITY COMPANY;
4	6. A PROFESSIONAL OFFICE; OR
	7. ANY OTHER ENTITY LICENSED OR AUTHORIZED BY LAW TO PROVIDE OR DELIVER PROFESSIONAL HEALTH CARE SERVICES THROUGH OR ON BEHALF OF A PROVIDER.
	(B) THIS SECTION APPLIES TO A CARRIER THAT PROVIDES HEALTH CARE SERVICES TO ENROLLEES OR OTHERWISE MAKES HEALTH CARE SERVICES AVAILABLE TO ENROLLEES THROUGH CONTRACTS WITH PROVIDERS.
11 12	(C) (1) EACH CARRIER SHALL <u>DISCLOSE ITS PRINCIPAL OPERATING</u> <u>PRACTICES</u> , AS IDENTIFIED IN PARAGRAPH (2) OF THIS SUBSECTION:
15 16	(1) DISCLOSE ITS PRINCIPLE OPERATING PRACTICES, AS IDENTIFIED IN PARAGRAPH (2) OF THIS SUBSECTION, TO PROVIDERS, ENROLLEES, AND PROSPECTIVE ENROLLEES PRIOR TO COMPLETING CONTRACTS WITH PROVIDERS OR ENROLLING PERSONS AS MEMBERS OF THE CARRIER'S HEALTH BENEFIT PLAN;
	(II) PROVIDE TO PROVIDERS, ENROLLEES, AND PROSPECTIVE ENROLLEES A UNIFORM SET OF DEFINITIONS AND DESCRIPTIONS OF THE CARRIER'S PRINCIPLE OPERATING PRACTICES;
	(III) MAKE THE DISCLOSURES IN A TIMELY MANNER IN ORDER TO ALLOW PROVIDERS AND PROSPECTIVE ENROLLEES TO MAKE INFORMED DECISIONS ABOUT WHICH HEALTH BENEFIT PLAN TO JOIN;
26	(IV) AS PROVIDED IN PARAGRAPH (3) OF THIS SUBSECTION, MAKE THE PRINCIPLE OPERATING PRACTICES AVAILABLE TO PROSPECTIVE ENROLLEES DURING ANY OPEN ENROLLMENT PERIOD, AS WELL AS UPON REQUEST DURING AN ENROLLEE'S PERIOD OF ENROLLMENT WITH THE CARRIER;
30	(V) AS PROVIDED IN PARAGRAPH (3) OF THIS SUBSECTION, MAKE THE PRINCIPLE OPERATING PRACTICES AVAILABLE TO A PROVIDER PRIOR TO ENTERING INTO A CONTRACT WITH THE PROVIDER, AS WELL AS UPON THE REQUEST OF A PROVIDER DURING THE TERM OF THE CONTRACT; AND
	(VI) EXCEPT FOR THE DISCLOSURE REQUIRED IN PARAGRAPH (2) (III) OF THIS SUBSECTION, EACH YEAR UPDATE AND FILE THE PRINCIPLE OPERATING PRACTICES WITH THE COMMISSIONER.
35	(I) TO A PROVIDER:
36 37	<u>1. IN THE FIRST YEAR OF A CONTRACT BETWEEN THE</u> CARRIER AND THE PROVIDER; AND
38	2. AT ANY TIME, ON THE PROVIDER'S REQUEST;

1	(II) TO AN ENROLLEE OF THE CARRIER:
2	1. ON ENROLLMENT OF THE ENROLLEE;
3 4	2. DURING THE ENROLLEE'S OPEN ENROLLMENT PERIOD; AND
5	3. AT ANY TIME, ON THE ENROLLEE'S REQUEST;
6 7	<u>(III) TO A PROSPECTIVE INDIVIDUAL PURCHASER OF A HEALTH</u> BENEFIT PLAN THROUGH A CARRIER, ON REQUEST; AND
10 11	(IV) EXCEPT FOR A SMALL EMPLOYER UNDER § 698(Q) OF THIS ARTICLE, TO AN EMPLOYER, AT LEAST 30 DAYS BEFORE ENROLLING AN EMPLOYEE OF THE EMPLOYER UNDER A HEALTH BENEFIT PLAN SPONSORED BY THE EMPLOYER, FOR PURPOSES OF DISTRIBUTING THE DISCLOSURES TO THE EMPLOYER'S EMPLOYEES.
	(2) THE <u>PRINCIPLE</u> <u>PRINCIPAL</u> OPERATING PRACTICES REQUIRED TO BE DISCLOSED IN PARAGRAPH (1) (1) OF THIS SUBSECTION SHALL INCLUDE: <u>THE</u> <u>INFORMATION DESCRIBED IN SUBSECTIONS (D), (E), AND (F) OF THIS SECTION.</u>
	(I) AS IDENTIFIED AND DEFINED IN SUBSECTION (D) OF THIS SECTION, THE PREDOMINANT REIMBURSEMENT SYSTEMS THAT THE CARRIER USES TO PAY PROVIDERS FOR HEALTH CARE SERVICES RENDERED TO ENROLLEES;
21 22	(II) AS IDENTIFIED AND DEFINED IN SUBSECTION (E) OF THIS SECTION, THE HEALTH CARE SERVICES FOR WHICH THE CARRIER PROVIDES COVERAGE AND THE PROCESS THE CARRIER FOLLOWS TO DETERMINE THE HEALTH CARE SERVICES FOR WHICH THE CARRIER WILL PROVIDE COVERAGE AND PAYMENT;
26	(III) AS OUTLINED IN SUBSECTION (F) OF THIS SECTION, THE METHOD OF DISTRIBUTION BY THE CARRIER OF EACH \$100 THE CARRIER RECEIVES IN PREMIUM DOLLARS FROM PERSONS ENROLLED IN THE CARRIER'S HEALTH BENEFIT PLAN; AND
30	(IV) AS DESCRIBED IN SUBSECTION (G) OF THIS SECTION, THE PROCESS THE CARRIER FOLLOWS IN DETERMINING WHAT PROVIDERS WITH WHICH TO CONTRACT FOR THE PROVISION OF HEALTH CARE SERVICES TO THE CARRIER'S ENROLLEES.
32 33	(3) THE DISCLOSURES REQUIRED IN PARAGRAPH (1)(I) OF THIS SECTION SHALL BE UPDATED AND MADE, AT A MINIMUM, EACH YEAR TO:
	(I) ENROLLEES AND PROSPECTIVE ENROLLEES DURING ANY OPEN ENROLLMENT PERIOD IN THE MARKETING AND ENROLLMENT MATERIALS OF THE CARRIER; AND
37 38	(II) PROVIDERS IN THE CONTRACT, OR AN ATTACHMENT TO THE CONTRACT, THAT THE CARRIER IS OFFERING TO THE PROVIDER.

(D) (1) EACH CARRIER SHALL IDENTIFY AND DEFINE IN LAYMAN'S TERMS

2 THE PREDOMINANT REIMBURSEMENT METHODOLOGY USED BY THE CARRIER TO 3 REIMBURSE PROVIDERS FOR HEALTH CARE SERVICES RENDERED TO ENROLLEES,

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4 INCLUDING CAPITATION, CASE RATES, DISCOUNTED FEE-FOR-SERVICE, AND 5 FEE-FOR-SERVICE REIMBURSEMENT METHODOLOGIES. (2) A CARRIER THAT USES A CAPITATED REIMBURSEMENT 6 7 METHODOLOGY TO PAY PROVIDERS SHALL IDENTIFY PROVIDE A SUMMARY OF: (I) THOSE HEALTH CARE SERVICES FOR WHICH CAPITATION 8 9 APPLIES AND FOR WHICH PROVIDERS ARE AT FINANCIAL RISK; (II) THE LEVEL OF FINANCIAL RISK THAT PROVIDERS ARE 10 11 ASSUMING; AND 12 (III) THE PRESENCE OF ANY STOP-LOSS PROVISIONS THAT 13 MITIGATE THE PROVIDER'S LEVEL OF FINANCIAL RISK. (3) IN ADDITION TO PARAGRAPH (2) OF THIS SUBSECTION, THE 14 15 CARRIER SHALL: (I) DISCLOSE IF AND TO WHAT DEGREE PROVIDE A SUMMARY OF 16 17 THE DEGREE TO WHICH A CAPITATED PROVIDER IS RESPONSIBLE FOR PAYING FOR 18 PARTICULAR HEALTH CARE SERVICES, INCLUDING: 19 1. LABORATORY AND DIAGNOSTIC TESTING; 2. REFERRALS TO SPECIALTY PHYSICIANS; 20 21 3. HOSPITAL CARE; AND 22 4. PRESCRIPTION DRUGS; AND 23 (II) PROVIDE A BRIEF EXAMPLE OF HOW CAPITATED PAYMENT 24 SYSTEMS OPERATE. 25 (E) (1) EACH CARRIER SHALL IDENTIFY AND DEFINE IN LAYMAN'S TERMS 26 PROVIDE A SUMMARY OF: (I) THOSE HEALTH CARE SERVICES FOR WHICH THE CARRIER 27 28 PROVIDES COVERAGE AND PAYMENT; AND (II) THE PROCESS THAT THE CARRIER FOLLOWS TO DETERMINE 29 30 WHICH HEALTH CARE SERVICES FOR WHICH TO PROVIDE COVERAGE OR 31 ELIMINATE COVERAGE. 32 (2) THE CARRIER SHALL: (I) IDENTIFY THE TITLES OF KEY PERSONNEL OF THE CARRIER 33 34 WHO ARE INVOLVED IN MAKING COVERAGE DECISIONS; AND (II) DISCLOSE WHETHER OUTSIDE CONSULTANTS OR EXTERNAL

(II) DISCLOSE WHETHER OUTSIDE CONSULTANTS OR EXTERNAL
 RESOURCES, INCLUDING FEDERAL OR STATE AGENCIES, TRADE GROUPS, AND
 TECHNOLOGY COUNCILS, ARE USED BY THE CARRIER TO ASSIST THE CARRIER IN

1 MAKING COVERAGE DECISIONS FOR INDIVIDUAL ENROLLEES OR FOR THE 2 CARRIER'S ENTIRE ENROLLED POPULATION.

3 (3) WHENEVER THERE IS A DISPUTE OVER WHETHER A PARTICULAR
4 HEALTH CARE SERVICE IS A COVERED SERVICE EITHER FOR AN INDIVIDUAL
5 ENROLLEE OR FOR THE CARRIER'S ENTIRE ENROLLED POPULATION, THE CARRIER
6 SHALL DISCLOSE TO A PROVIDER OR ENROLLEE UPON REQUEST THE NAMES,
7 ADDRESSES, AND PHONE NUMBERS OF ANY OUTSIDE CONSULTANTS OR EXTERNAL
8 RESOURCES USED BY THE CARRIER THAT ASSISTED THE CARRIER IN MAKING THE
9 COVERAGE DECISION CONCERNING THE DISPUTED HEALTH CARE SERVICE.

10 (F) (1) EACH CARRIER SHALL DISCLOSE THE DISTRIBUTION OF EACH \$10011 IT RECEIVES IN PREMIUM DOLLARS FROM ENROLLEES.

12 (2) THE DISCLOSURE SHALL BE IN THE FORM OF A PIE CHART OR BAR13 GRAPH WITH DESCRIPTIVE TERMS IN LAYMAN'S LANGUAGE THAT IDENTIFIES:

(I) THE PROPORTION OF EVERY \$100 IN PREMIUM DOLLARS THAT
 THE CARRIER USES TO PAY PROVIDERS FOR THE DIRECT PROVISION OF HEALTH
 CARE SERVICES TO ENROLLEES, INCLUDING WHAT PROPORTION IS FOR
 PHYSICIANS' SERVICES, INPATIENT AND OUTPATIENT HOSPITAL CARE, OTHER
 OUTPATIENT FACILITY SERVICES, PHARMACY SERVICES, AND, IF APPLICABLE,
 EMERGENCY ROOM SERVICES; DIRECT MEDICAL CARE EXPENSES;

(II) THE PROPORTION OF EVERY \$100 IN PREMIUM DOLLARS THAT
THE CARRIER USES TO PAY THE SALARIES AND BONUSES, INCLUDING DEFERRED
COMPENSATION, STOCK OPTIONS, AND ANY OTHER INCENTIVE PAY, OF THE
ADMINISTRATIVE AND EXECUTIVE STAFF OF THE CARRIER WHO ARE NOT
PROVIDERS AND DO NOT PROVIDE HEALTH CARE SERVICES TO ENROLLEES FOR
PLAN ADMINISTRATION;

(III) THE PROPORTION OF EVERY \$100 IN PREMIUM DOLLARS THAT
 THE CARRIER USES TO PAY FOR THE MARKETING AND ADVERTISING ACTIVITIES OF
 THE CARRIER; AND

(IV) IF THE CARRIER IS A FOR-PROFIT PUBLICLY TRADED ENTITY,
THE PROPORTION OF EVERY \$100 IN PREMIUM DOLLARS THAT THE CARRIER OR ITS
PARENT CORPORATION USES TO PAY FOR CASH DIVIDENDS DISTRIBUTED TO
SHAREHOLDERS OF THE CARRIER.

33 (G) THE DISCLOSURES REQUIRED UNDER SUBSECTION (C) OF THIS SECTION
 34 SHALL BE IN A FORM THAT INCLUDES:

- 35 <u>(1) A GLOSSARY OF TERMS;</u>
- 36 (2) AN EXECUTIVE SUMMARY;

37 (3) A SUMMARY DESCRIPTION OF THE PREDOMINANT
 38 REIMBURSEMENT METHODOLOGY THAT CARRIERS USE TO PAY FOR HEALTH CARE
 39 SERVICES:

40 (4) A SUMMARY DESCRIPTION OF THE METHOD OF DISTRIBUTION BY 41 CARRIERS OF PREMIUM DOLLARS; AND

1 (5) THE LOSS RATIO FOR A HEALTH BENEFIT PLAN IN ACCORDANCE 2 WITH § 490S OF THIS ARTICLE.
3 (G) (1) EACH CARRIER SHALL DISCLOSE THE PROCESS THE CARRIER USES 4 TO DECIDE WHAT PROVIDERS WITH WHICH THE CARRIER DECIDES TO CONTRACT 5 TO PROVIDE HEALTH CARE SERVICES TO ENROLLEES.
6 (2) THE CARRIER SHALL IDENTIFY:
7 (I) THE KEY PERSONNEL OF THE CARRIER THAT NEGOTIATE AND 8 DECIDE PROVIDER CONTRACT PROVISIONS; AND
9 (II) THE CRITERIA THAT THE CARRIER USES TO SELECT 10 PROVIDERS.
 (H) IN ADDITION TO ANY OTHER PROVISIONS OF THIS SECTION, A CARRIER MAY NOT PREVENT A PROVIDER IT EMPLOYS OR A PROVIDER WITH WHICH THE CARRIER CONTRACTS TO RENDER HEALTH CARE SERVICES TO ENROLLEES FROM PROVIDING ENROLLEES WITH:
15 (1) FULL AND OPEN DISCLOSURE OF ALL THE DIAGNOSTIC OR 16 THERAPEUTIC HEALTH CARE SERVICES THAT MAY BE APPROPRIATE FOR AN 17 ENROLLEE'S PARTICULAR DISEASE OR DYSFUNCTION; AND
 18 (2) INFORMATION ON WHETHER THE CARRIER COVERS AND PAYS FOR 19 EMERGING MEDICAL AND SURGICAL TREATMENTS AND THE BASIS FOR THE 20 CARRIER'S POSITION.
21 (H) EACH YEAR, A CARRIER SHALL:
 22 (1) UPDATE THE DISCLOSURES REQUIRED UNDER SUBSECTION (C) OF 23 THIS SECTION; AND
24 (2) FILE THE DISCLOSURES WITH THE COMMISSIONER.
25 (I) THE COMMISSIONER:
26 (1) SHALL ESTABLISH A PROCESS FOR:
 27 (I) THE ANNUAL FILING OF THE DISCLOSURES REQUIRED UNDER 28 SUBSECTION (C)(1) OF THIS SECTION; AND
29(II) MAKING THE DISCLOSURES AVAILABLE FOR INSPECTION AND30 REVIEW BY THE GENERAL PUBLIC; AND
31 (2) MAY ADOPT REGULATIONS TO CARRY OUT THIS SECTION.
 32 (J) (1) A CARRIER MAY NOT PROHIBIT A PROVIDER FROM DISCUSSING OR 33 COMMUNICATING INFORMATION TO AN ENROLLEE, PUBLIC OFFICIAL, OR OTHER 34 PERSON THAT IS NECESSARY OR APPROPRIATE FOR THE DELIVERY OF HEALTH 35 CARE SERVICES, INCLUDING:
36 (I) COMMUNICATIONS RELATING TO TREATMENT

3637 <u>ALTERNATIVES;</u>

1 (II) COMMUNICATIONS NECESSARY OR APPROPRIATE TO 2 MAINTAIN THE PROVIDER-PATIENT RELATIONSHIP WHILE UNDER THE PROVIDER'S 3 CARE; 4 (III) COMMUNICATIONS REGARDING AN ENROLLEE'S RIGHT TO 5 APPEAL COVERAGE DETERMINATIONS OF THE CARRIER WITH WHICH THE 6 PROVIDER OR THE ENROLLEE DOES NOT AGREE; OR 7 (IV) OPINIONS AND THE BASIS OF AN OPINION REGARDING PUBLIC 8 POLICY ISSUES. 9 (2) THIS SUBSECTION DOES NOT PROHIBIT A CARRIER, AS A CONDITION 10 OF A CONTRACT BETWEEN THE PROVIDER AND THE CARRIER, FROM PROHIBITING 11 A PROVIDER FROM COMMITTING, AGAINST THE CARRIER, A COMMERCIAL TORT 12 RECOGNIZED UNDER MARYLAND LAW. (J) A CARRIER THAT FAILS TO PROVIDE THE REQUIRED DISCLOSURES 13 14 UNDER THIS SECTION SHALL BE CONSIDERED IN VIOLATION OF THIS SECTION AND 15 SUBJECT TO THE PENALTIES ESTABLISHED UNDER SUBSECTION (K) OF THIS 16 SECTION. 17 (K) AFTER NOTICE AND AN OPPORTUNITY FOR A HEARING, A CARRIER THAT 18 VIOLATES THIS SECTION IS SUBJECT TO A CIVIL FINE OF \$10,000 FOR A FIRST 19 VIOLATION AND A CIVIL FINE OF \$25,000 FOR EACH SUBSEQUENT VIOLATION. 20 (K) THE COMMISSIONER MAY ISSUE AN ORDER UNDER THE PROVISION OF § 21 55A OF THIS ARTICLE IF THE COMMISSIONER FINDS A VIOLATION OF THIS SECTION. 22 Article - Health - General 23 19-706. (i) The provisions of Article 48A, §§ 490U, 490AA, 490CC, [and] 490DD, AND 24

25 490FF of the Code shall apply to health maintenance organizations.

26 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect 27 October 1, 1996.