
HOUSE BILL 1956

State of Washington

64th Legislature

2015 Regular Session

By Representative Moeller

Read first time 02/04/15. Referred to Committee on Health Care & Wellness.

1 AN ACT Relating to independent review organizations; amending RCW
2 41.05.017, 48.43.530, 48.43.545, 48.125.030, and 70.47.130;
3 reenacting and amending RCW 48.43.005; adding a new chapter to Title
4 48 RCW; repealing RCW 43.70.235 and 48.43.535; and providing an
5 effective date.

6 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

7 NEW SECTION. **Sec. 1.** The definitions in this section apply
8 throughout this chapter unless the context clearly requires
9 otherwise.

10 (1) "Adverse benefit determination" means a denial, reduction, or
11 termination of, or a failure to provide or make payment, in whole or
12 in part, for a benefit, including a denial, reduction, termination,
13 or failure to provide or make payment that is based on a
14 determination of an enrollee's or applicant's eligibility to
15 participate in a plan, and including, with respect to group health
16 plans, a denial, reduction, or termination of, or a failure to
17 provide or make payment, in whole or in part, for a benefit resulting
18 from the application of any utilization review, as well as a failure
19 to cover an item or service for which benefits are otherwise provided
20 because it is determined to be experimental or investigational or not
21 medically necessary or appropriate.

1 (2) "Certified independent review organization" means an
2 independent review organization certified by the office of the
3 insurance commissioner.

4 (3) "Clinical reviewer" means a physician or other health care
5 provider who is assigned to an external review case by a certified
6 independent review organization, consistent with this chapter.

7 (4) "Contract specialist" means a reviewer who deals with
8 interpretation of health plan coverage provisions. If a clinical
9 reviewer is also interpreting health plan coverage provisions, that
10 reviewer must have the qualifications required of a contract
11 specialist.

12 (5) "Covered person" means a policyholder, subscriber, enrollee,
13 or other individual participating in a health benefit plan.

14 (6) "Final adverse benefit determination" means an adverse
15 benefit determination that has been upheld by a health plan or issuer
16 at the completion of the internal appeals process, or an adverse
17 benefit determination with respect to which the internal appeals
18 process has been exhausted under the exhaustion rules described in
19 RCW 48.43.530.

20 (7) "Final external review decision" means a determination by an
21 independent review organization at the conclusion of an external
22 review.

23 (8) "Health care provider" or "provider" means:

24 (a) A person regulated under Title 18 RCW or chapter 70.127 RCW
25 to practice health or health-related services or otherwise practicing
26 health care services in this state consistent with state law; or

27 (b) An employee or agent of a person described in (a) of this
28 subsection, acting in the course and scope of his or her employment.

29 (9) "Health care service" means that service offered or provided
30 by health care facilities and health care providers relating to the
31 prevention, cure, or treatment of illness, injury, or disease.

32 (10) "Health plan" or "health benefit plan" means any policy,
33 contract, or agreement offered by an issuer to provide, arrange,
34 reimburse, or pay for health care services except the following:

35 (a) Long-term care insurance governed by chapter 48.84 or 48.83
36 RCW;

37 (b) Medicare supplemental health insurance governed by chapter
38 48.66 RCW;

39 (c) Coverage supplemental to the coverage provided under Title 10
40 U.S.C., chapter 55;

1 (d) Limited health care services offered by limited health care
2 service contractors in accordance with RCW 48.44.035;

3 (e) Disability income;

4 (f) Coverage incidental to a property/casualty liability
5 insurance policy such as automobile personal injury protection
6 coverage and homeowner guest medical;

7 (g) Workers' compensation coverage;

8 (h) Accident only coverage;

9 (i) Specified disease or illness-triggered fixed payment
10 insurance, hospital confinement fixed payment insurance, or other
11 fixed payment insurance offered as an independent, noncoordinated
12 benefit;

13 (j) Employer-sponsored self-funded health plans;

14 (k) Dental only and vision only coverage; and

15 (l) Plans deemed by the insurance commissioner to have a short-
16 term limited purpose or duration, or to be a student-only plan that
17 is guaranteed renewable while the covered person is enrolled as a
18 regular full-time undergraduate or graduate student at an accredited
19 higher education institution, after a written request for such
20 classification by the issuer and subsequent written approval by the
21 insurance commissioner.

22 (11) "Issuer" has the same meaning as "health carrier" in RCW
23 48.43.005. "Issuer" also applies to a health plan if the health plan
24 administers the appeal process directly or through a third party.

25 (12) "Reviewer" or "expert reviewer" means a clinical reviewer or
26 a contract specialist.

27 (13) "Utilization review" means the prospective, concurrent, or
28 retrospective assessment of the necessity and appropriateness of the
29 allocation of health care resources and services of a provider or
30 facility, given or proposed to be given to a covered person or group
31 of covered persons.

32 NEW SECTION. **Sec. 2.** (1) A covered person or his or her
33 representative may make a request for an external review by a
34 certified independent review organization of: (a) A final adverse
35 benefit determination; or (b) an adverse benefit determination if the
36 issuer has exceeded the timelines provided in RCW 48.43.530 without
37 good cause and without reaching a decision.

38 (2) An issuer:

1 (a) Shall inform a covered person of the right to external review
2 by a certified independent review organization and explain the
3 process to exercise that right;

4 (b) May waive a requirement that internal appeals be exhausted
5 before a covered person may proceed to an external review of an
6 adverse benefit determination; and

7 (c) May not establish a minimum dollar amount restriction as a
8 predicate for a covered person to seek external review or impose any
9 cost on the covered person for seeking external review.

10 (3) An issuer shall provide to the appropriate certified
11 independent review organization, not later than the third business
12 day after the date the issuer receives a request for review, a copy
13 of:

14 (a) Any medical records of the covered person that are relevant
15 to the review;

16 (b) Any documents used by the issuer in making the determination
17 to be reviewed by the certified independent review organization;

18 (c) Any documentation and written information submitted to the
19 issuer in support of the appeal; and

20 (d) A list of each physician or health care provider who has
21 provided care to the covered person and who may have medical records
22 relevant to the appeal. Health information or other confidential or
23 proprietary information in the custody of an issuer may be provided
24 to a certified independent review organization, subject to rules
25 adopted by the commissioner.

26 (4) A covered person must be provided with at least five business
27 days to submit to the certified independent review organization in
28 writing additional information that the certified independent review
29 organization must consider when conducting the external review. The
30 certified independent review organization shall forward any
31 additional information submitted by a covered person to the plan or
32 issuer within one business day of receipt by the certified
33 independent review organization. Upon receipt of this information,
34 the issuer may reverse its final adverse benefit determination.

35 (5) Once a request for an external review determination has been
36 made, the certified independent review organization shall proceed to
37 a final determination, unless requested otherwise by the issuer and
38 the covered person or the covered person's representative.

1 (6)(a) An issuer shall continue to provide a health service to a
2 covered person until a final determination is made under this chapter
3 if:

4 (i) The dispute for which external review has been requested
5 involves the issuer's decision to modify, reduce, or terminate an
6 otherwise covered health service that the covered person is receiving
7 at the time the request for review is submitted;

8 (ii) The issuer's decision is based upon a finding that the
9 health service, or level of health service, is no longer medically
10 necessary or appropriate; and

11 (iii) The covered person requests that the issuer continue to
12 provide the health service during the review.

13 (b) If the certified independent review organization's
14 determination affirms the issuer's decision, the covered person may
15 be responsible for the cost of the continued health service.

16 NEW SECTION. **Sec. 3.** (1) A covered person or issuer may request
17 that a certified independent review organization perform an expedited
18 external review if the adverse benefit determination or final adverse
19 benefit determination:

20 (a) Concerns an admission, availability of care, continued stay,
21 or health care service for which the covered person received
22 emergency services but has not been discharged from a facility; or

23 (b) Involves a medical condition for which the standard external
24 review time frame would seriously jeopardize the life or health of
25 the covered person or jeopardize the covered person's ability to
26 regain maximum function.

27 (2) The certified independent review organization shall make a
28 final decision to uphold or reverse the issuer's or health plan's
29 adverse benefit determination or final adverse benefit determination
30 and notify the covered person and the issuer or health plan of the
31 decision as expeditiously as possible, but in no event more than
32 seventy-two hours after the receipt of the request for expedited
33 external review. If the notice is not in writing, the certified
34 independent review organization shall provide written confirmation of
35 the decision within forty-eight hours after the date of the notice of
36 the decision.

37 NEW SECTION. **Sec. 4.** (1) Upon receipt of the information
38 required by section 2 of this act, a certified independent review

1 organization's expert reviewers shall make a determination regarding
2 the medical necessity or appropriateness of, and the application of
3 health plan coverage provisions to, health care services for a
4 covered person.

5 (2) Except as provided in this subsection, the certified
6 independent review organization shall ensure that the determination
7 is consistent with the scope of covered benefits as outlined in the
8 health plan.

9 (a) A clinical reviewer may override the health plan's medical
10 necessity or appropriateness standards if, upon review, the reviewer
11 determines that the standards are unreasonable or inconsistent with
12 sound, evidence-based medical practice or experimental or
13 investigational treatment protocols.

14 (b) A reviewer may make determinations about the application of
15 general health plan coverage provisions to specific issues concerning
16 health care services for a covered person.

17 (3) Only clinical reviewers may determine whether a service that
18 is the subject of an adverse decision is medically necessary and
19 appropriate. These determinations must be based upon their expert
20 clinical judgment, after consideration of relevant medical,
21 scientific, and cost-effectiveness evidence and medical standards of
22 practice in Washington state. In considering medical standards of
23 practice within this state:

24 (a) Clinical reviewers may use national standards of care, absent
25 evidence presented by the health plan or covered person that the
26 Washington state standard of care is different; and

27 (b) A health care service or treatment should be considered part
28 of the Washington state standard of practice if reviewers believe
29 that failure to provide it would be inconsistent with that degree of
30 care, skill, and learning expected of a reasonably prudent health
31 care provider acting in the same or similar circumstances.

32 (4) When an external review requires making a determination about
33 the application of health plan coverage provisions to issues
34 concerning health care services for a covered person:

35 (a) The determination must be made by one or more contract
36 specialists meeting any requirements determined by rule. A clinical
37 determination of medical necessity or appropriateness, by itself, is
38 not an interpretation of the scope of covered benefits and does not
39 require a contract specialist;

1 (b) The certified independent review organization shall request
2 additional provisions from the health plan coverage agreement in
3 effect during the relevant period of the covered person's coverage,
4 as necessary to have an adequate context for determinations, if the
5 full health plan coverage agreement has not already been provided by
6 the issuer; and

7 (c) The certified independent review organization and its
8 contract specialists may assume that the contractual health plan
9 coverage provisions themselves are consistent with this title, unless
10 a provision of this title is the basis of the appeal and information
11 to the contrary is presented. Primary responsibility for determining
12 consistency with the insurance code, when at issue, rests with the
13 insurance commissioner.

14 (5) A certified independent review organization shall prepare
15 each determination on a standardized form developed by the insurance
16 commissioner. The form must include the information provided by a
17 clinical review pursuant to section 5(3) of this act.

18 (6) This chapter does not establish a standard of medical care or
19 create or eliminate any cause of action.

20 NEW SECTION. **Sec. 5.** The following requirements apply to
21 external review of cases involving experimental or investigational
22 treatments:

23 (1) The certified independent review organization shall ensure
24 that adequate clinical and scientific experience and protocols are
25 taken into account as part of the external review process.

26 (2) The clinical reviewer shall consider the following
27 information, if appropriate and available, in developing an opinion:

28 (a) The covered person's pertinent medical records;

29 (b) The attending physician or health care provider's
30 recommendation;

31 (c) Consulting reports from appropriate health care providers and
32 other documents submitted by the issuer, covered person, or covered
33 person's representative, or the covered person's treating physician
34 or health care provider;

35 (d) Whether the terms of coverage under the covered person's
36 health benefit plan would have covered the treatment had the issuer
37 not determined that the treatment was experimental or
38 investigational;

1 (e) Whether the recommended or requested health care service or
2 treatment has been approved by the federal food and drug
3 administration, if applicable, for the condition; and

4 (f) Whether medical or scientific evidence or evidence-based
5 standards demonstrate that the recommended or requested health care
6 service or treatment is more likely than any available standard
7 health care service or treatment to be beneficial to the covered
8 person and the adverse risks would not be substantially increased
9 over those of available standard health care services or treatments.

10 (3) A clinical reviewer shall include the following in his or her
11 written opinion to the certified independent review organization:

12 (a) A description of the covered person's medical condition;

13 (b) A description of the indicators relevant to determining
14 whether there is sufficient evidence to demonstrate that the
15 recommended or requested health care service or treatment is likely
16 to be more beneficial to the covered person than any available
17 standard health care services or treatments and the adverse risks
18 would not be substantially increased over those of available standard
19 health care services or treatments;

20 (c) A description and analysis of any medical, scientific, or
21 cost-effectiveness evidence, as defined in rule;

22 (d) A description and analysis of any evidence-based standard, as
23 defined in rule; and

24 (e) Information on whether the clinical reviewer's rationale for
25 the opinion is based on subsection (2)(d) or (e) of this section.

26 (4) A certified independent review organization shall include the
27 following in the notification of the results and rationale for the
28 determination:

29 (a) A general description of the reason for the request for
30 external review;

31 (b) The written opinion of each clinical reviewer, including
32 whether the recommended or requested health care service or treatment
33 should be covered and the rationale for each reviewer's
34 recommendation;

35 (c) The date the external review was requested, the date the
36 external review was conducted, and the date of the certified
37 independent review organization's determination; and

38 (d) The principal reason or reasons and the rationale for the
39 certified independent review organization's determination.

1 NEW SECTION. **Sec. 6.** (1) A certified independent review
2 organization shall notify the covered person and the issuer of the
3 result and rationale for the determination within the time frame in
4 subsection (6) of this section. The notification must include the
5 clinical basis for the determination unless the determination is
6 wholly based on application of coverage provisions. Notification of
7 the determination must be provided initially by telephone, email, or
8 facsimile, followed by a written report by mail. In the case of
9 expedited external reviews the initial notification must be immediate
10 and by telephone.

11 (2) Documentation of the basis for the determination must include
12 references to supporting evidence, and if applicable, the rationale
13 for any interpretation regarding the application of health plan
14 coverage provisions.

15 (3) If the determination overrides the health plan's medical
16 necessity or appropriateness standards, the rationale must document
17 why the health plan's standards are unreasonable or inconsistent with
18 sound, evidence-based medical practice.

19 (4) The written report must include the qualifications of the
20 reviewers but may not disclose the identity of the reviewers.

21 (5) The independent review process is intended to be neutral and
22 independent of influence by any affected party or by state
23 government. The insurance commissioner may conduct investigations
24 under the provisions of this chapter but the insurance commissioner
25 has no involvement in the disposition of specific cases.

26 (6)(a) Except as provided in (b) and (c) of this subsection, the
27 certified independent review organization shall make its
28 determination no later than the earlier of: (i) The fifteenth day
29 after the date the certified independent review organization receives
30 all information necessary to make the determination; or (ii) the
31 twentieth day after the date the certified independent review
32 organization receives the request that the determination be made.

33 (b) In exceptional circumstances when information is incomplete,
34 a determination may be made by the twenty-fifth day after the date
35 the certified independent review organization received the request
36 for the determination.

37 (c) In requests for expedited review under section 3 of this act,
38 the certified independent review organization shall make the
39 determination as expeditiously as possible but not more than seventy-

1 two hours after the date it receives the request for expedited
2 external review.

3 NEW SECTION. **Sec. 7.** (1) A certified independent review
4 organization's determination is final and binding on the issuer. An
5 issuer shall promptly implement the certified independent review
6 organization's determination and pay the certified independent review
7 organization's charges.

8 (2) The commissioner shall develop a reasonable maximum fee
9 schedule that certified independent review organizations must use to
10 assess issuers for conducting external reviews authorized under this
11 chapter.

12 NEW SECTION. **Sec. 8.** (1) An issuer shall submit all redacted
13 independent review organization determinations to the commissioner
14 after removing the names of the parties, including, but not limited
15 to, the covered person, medical providers, and names of the issuer's
16 employees or contractors.

17 (2) Each certified independent review organization shall provide
18 the commissioner with an annual statistical summary report of the
19 external reviews conducted during the calendar year, along with the
20 results of the reviews. The commissioner may develop a form for the
21 annual statistical summary report.

22 (a) The report must include the following information, as well as
23 any information required by rule:

24 (i) The total number of requests for external review, in the
25 aggregate and by issuer;

26 (ii) The number of requests for external review resolved, the
27 number resolved upholding the adverse benefit determination or final
28 adverse benefit determination, and the number resolved reversing the
29 adverse benefit determination or final adverse benefit determination,
30 in the aggregate and by issuer;

31 (iii) The number of requests for standard external reviews and
32 the number of requests for expedited external reviews, in the
33 aggregate and by issuer;

34 (iv) The number of requests for external review that involved
35 medical necessity, experimental or investigational treatments, or
36 contractual coverage disputes, in the aggregate and by issuer;

1 (v) The independent review organization's compliance with
2 determination and notification deadlines for expedited and standard
3 reviews;

4 (vi) The number and nature of complaints regarding the
5 independent review organization; and

6 (vii) The independent review organization's compliance with
7 conflict of interest requirements.

8 (b) The information required by (a)(i) through (iv) of this
9 subsection must be provided in the aggregate, by issuer, and by the
10 covered person's ethnicity, race, and primary language spoken.

11 (3) The commissioner shall make all redacted determinations and
12 statistical summary reports available to the public in a database on
13 the commissioner's internet web site, taking into consideration laws
14 governing disclosure of public records, confidentiality, and personal
15 privacy. Information for independent review determinations in the
16 database must include and be searchable by the following:

17 (a) Covered person demographic profile information, including age
18 and gender;

19 (b) Covered person diagnosis or condition and disputed health
20 care service;

21 (c) Name of the issuer;

22 (d) Whether the independent review was for medically necessary
23 services, experimental or investigational treatments, or a
24 contractual coverage dispute;

25 (e) Whether the external review was standard or expedited;

26 (f) Length of time from the certified independent review
27 organization's receipt of a request for external review and
28 supporting documentation until the certified independent review
29 organization notified the covered person of its determination;

30 (g) The credentials and qualifications of the reviewer or
31 reviewers;

32 (h) The nature of the criteria that the reviewer or reviewers
33 used to make the determination;

34 (i) The final result of the determination and the date the
35 determination was made;

36 (j) A detailed case summary that includes the specific standards,
37 criteria, and medical and scientific evidence, if any, that led to
38 the determination; and

1 (k) If the covered person was limited English proficient, whether
2 the independent review organization's notices and determinations were
3 translated and provided to the covered person in a timely manner.

4 NEW SECTION. **Sec. 9.** A certified independent review
5 organization shall notify the commissioner if, based upon the
6 external reviews it performs under this chapter, it observes a
7 pattern of substandard or egregious conduct by an issuer.

8 NEW SECTION. **Sec. 10.** (1) The commissioner shall adopt rules
9 providing a procedure and criteria for certifying one or more
10 organizations to perform external reviews under this chapter.

11 (2) The rules must require that the independent review
12 organization ensure:

13 (a) The confidentiality of medical records transmitted to the
14 organization for use in external reviews;

15 (b) That each health care provider, physician, or contract
16 specialist making external review determinations is qualified.
17 Physicians, other health care providers, and, if applicable, contract
18 specialists must be appropriately licensed, certified, or registered
19 as required in this state or in at least one state with standards
20 substantially equivalent to this state. Reviewers may be drawn from
21 nationally recognized centers of excellence, academic institutions,
22 and recognized leading practice sites. Expert clinical reviewers
23 should have substantial, recent clinical experience dealing with the
24 same or similar health conditions, treatments, or services. For
25 experimental or investigational treatment reviews, in addition to any
26 other qualifications for reviewers, at least part of the clinical
27 reviewers' relevant, recent clinical experience must have been
28 obtained in the past three years. The organization must have
29 demonstrated expertise and a history of reviewing health care in
30 terms of medical necessity, appropriateness, the application of other
31 health plan coverage provisions, and experimental or investigational
32 treatments;

33 (c) That any physician, health care provider, or contract
34 specialist making a determination in a specific external review is
35 free of any actual or potential conflict of interest or bias. Neither
36 the expert reviewer, nor the independent review organization, nor any
37 officer, director, or management employee of the independent review
38 organization may have any material professional, familial, or

1 financial affiliation with any of the following: The issuer;
2 professional associations of issuers and providers; the provider; the
3 provider's medical or practice group; the health facility at which
4 the service would be provided; the developer or manufacturer of a
5 drug or device under review; or the covered person;

6 (d) The fairness of the procedures used by the independent review
7 organization in making the determinations;

8 (e) That the independent review organization has a quality
9 assurance mechanism in place that ensures the timeliness and quality
10 of review and communication of determinations to covered persons and
11 issuers, and the qualifications, impartiality, and freedom from
12 conflict of interest of the organization, its staff, and expert
13 reviewers; and

14 (f) That the independent review organization meets any other
15 reasonable requirements of the commissioner directly related to the
16 functions the organization is to perform under this chapter, and
17 related to assessing fees to issuers in a manner consistent with the
18 maximum fee schedule developed under section 7 of this act.

19 (3) To be certified as an independent review organization under
20 this chapter, an organization shall submit to the commissioner an
21 application in the form required by the commissioner. The application
22 must include:

23 (a) For an applicant that is publicly held, the name of each
24 stockholder or owner of more than five percent of any stock or
25 options;

26 (b) The name of any holder of bonds or notes of the applicant
27 that exceed one hundred thousand dollars;

28 (c) The name and type of business of each corporation or other
29 organization that the applicant controls or is affiliated with and
30 the nature and extent of the affiliation or control;

31 (d) The name and a biographical sketch of each director, officer,
32 and executive of the applicant and any entity listed under (c) of
33 this subsection and a description of any relationship the named
34 individual has with: (i) An issuer; (ii) a utilization review agent;
35 (iii) a nonprofit or for-profit health corporation; (iv) a health
36 care provider; (v) a drug or device manufacturer; or (vi) a group
37 representing any of the entities described by (d)(i) through (v) of
38 this subsection;

1 (e) The percentage of the applicant's revenues that are
2 anticipated to be derived from external reviews conducted under this
3 chapter;

4 (f) A description of the areas of expertise of the health care
5 professionals and contract specialists making determinations for the
6 applicant; and

7 (g) The procedures to be used by the independent review
8 organization in making determinations under this chapter.

9 (4) If at any time there is a material change in the information
10 included in the application under subsection (3) of this section, the
11 certified independent review organization shall submit updated
12 information to the commissioner.

13 (5) A certified independent review organization may not be a
14 subsidiary of, or in any way owned or controlled by, an issuer or a
15 trade or professional association of health care providers or
16 issuers.

17 (6) In adopting rules under this section, the commissioner shall
18 take into consideration standards for independent review
19 organizations adopted by national accreditation organizations. The
20 commissioner may accept national accreditation or certification by
21 another state as evidence that an organization satisfies some or all
22 of the requirements for certification by the commissioner as an
23 independent review organization.

24 NEW SECTION. **Sec. 11.** The commissioner shall establish and use
25 a rotational registry system for the assignment of a certified
26 independent review organization to each external review. The system
27 should be flexible enough to ensure that the certified independent
28 review organization has the expertise necessary to review the
29 particular medical condition, treatment, or service at issue in the
30 external review and that the certified independent review
31 organization does not have a conflict of interest that will influence
32 its independence.

33 NEW SECTION. **Sec. 12.** Each certified independent review
34 organization shall:

35 (1) Maintain written and electronic records and make them
36 available upon request to the commissioner. These records must
37 include determinations, as well as the information required to be
38 submitted to the commissioner under section 8 of this act; and

1 (2) Conduct an annual self-assessment of compliance with the
2 requirements of this chapter or rules adopted under this chapter,
3 including but not limited to certification and determination
4 requirements.

5 NEW SECTION. **Sec. 13.** (1) The commissioner may review the
6 operation and performance of a certified independent review
7 organization in response to complaints or other concerns about
8 compliance.

9 (2) The commissioner may deny, suspend, revoke, or modify
10 certification of an independent review organization if the
11 commissioner has reason to believe the applicant, certified
12 independent review organization, or the certified independent review
13 organization's officers, directors, or management employees have
14 failed to comply with the requirements in this chapter or rules
15 adopted by the commissioner.

16 NEW SECTION. **Sec. 14.** A certified independent review
17 organization, clinical reviewer working on behalf of a certified
18 independent review organization, or an employee, agent, or contractor
19 of a certified independent review organization is not liable in
20 damages to any person for opinions rendered or acts or omissions
21 performed within the scope of the organization's or person's duties
22 under the law during or upon completion of an external review
23 conducted pursuant to this chapter, unless the opinion was rendered
24 or act or omission performed in bad faith or involved gross
25 negligence.

26 NEW SECTION. **Sec. 15.** (1) The commissioner shall adopt rules to
27 implement this chapter, taking into consideration relevant standards
28 adopted by national managed care accreditation organizations and the
29 national association of insurance commissioners.

30 (2) This chapter does not supplant any existing authority of the
31 office of the insurance commissioner under this title to oversee and
32 enforce issuer compliance with applicable statutes and rules.

33 **Sec. 16.** RCW 41.05.017 and 2008 c 304 s 2 are each amended to
34 read as follows:

35 Each health plan that provides medical insurance offered under
36 this chapter, including plans created by insuring entities, plans not

1 subject to the provisions of Title 48 RCW, and plans created under
2 RCW 41.05.140, are subject to the provisions of RCW 48.43.500,
3 70.02.045, 48.43.505 through (~~48.43.535~~) 48.43.530, (~~43.70.235,~~)
4 48.43.545, 48.43.550, 70.02.110, 70.02.900, 48.43.190, (~~and~~)
5 48.43.083, and chapter 48.-- RCW (the new chapter created in section
6 23 of this act).

7 **Sec. 17.** RCW 48.43.005 and 2012 c 211 s 17 and 2012 c 87 s 1 are
8 each reenacted and amended to read as follows:

9 Unless otherwise specifically provided, the definitions in this
10 section apply throughout this chapter.

11 (1) "Adjusted community rate" means the rating method used to
12 establish the premium for health plans adjusted to reflect
13 actuarially demonstrated differences in utilization or cost
14 attributable to geographic region, age, family size, and use of
15 wellness activities.

16 (2) "Adverse benefit determination" means a denial, reduction, or
17 termination of, or a failure to provide or make payment, in whole or
18 in part, for a benefit, including a denial, reduction, termination,
19 or failure to provide or make payment that is based on a
20 determination of an enrollee's or applicant's eligibility to
21 participate in a plan, and including, with respect to group health
22 plans, a denial, reduction, or termination of, or a failure to
23 provide or make payment, in whole or in part, for a benefit resulting
24 from the application of any utilization review, as well as a failure
25 to cover an item or service for which benefits are otherwise provided
26 because it is determined to be experimental or investigational or not
27 medically necessary or appropriate.

28 (3) "Applicant" means a person who applies for enrollment in an
29 individual health plan as the subscriber or an enrollee, or the
30 dependent or spouse of a subscriber or enrollee.

31 (4) "Basic health plan" means the plan described under chapter
32 70.47 RCW, as revised from time to time.

33 (5) "Basic health plan model plan" means a health plan as
34 required in RCW 70.47.060(2)(e).

35 (6) "Basic health plan services" means that schedule of covered
36 health services, including the description of how those benefits are
37 to be administered, that are required to be delivered to an enrollee
38 under the basic health plan, as revised from time to time.

1 (7) "Board" means the governing board of the Washington health
2 benefit exchange established in chapter 43.71 RCW.

3 (8)(a) For grandfathered health benefit plans issued before
4 January 1, 2014, and renewed thereafter, "catastrophic health plan"
5 means:

6 (i) In the case of a contract, agreement, or policy covering a
7 single enrollee, a health benefit plan requiring a calendar year
8 deductible of, at a minimum, one thousand seven hundred fifty dollars
9 and an annual out-of-pocket expense required to be paid under the
10 plan (other than for premiums) for covered benefits of at least three
11 thousand five hundred dollars, both amounts to be adjusted annually
12 by the insurance commissioner; and

13 (ii) In the case of a contract, agreement, or policy covering
14 more than one enrollee, a health benefit plan requiring a calendar
15 year deductible of, at a minimum, three thousand five hundred dollars
16 and an annual out-of-pocket expense required to be paid under the
17 plan (other than for premiums) for covered benefits of at least six
18 thousand dollars, both amounts to be adjusted annually by the
19 insurance commissioner.

20 (b) In July 2008, and in each July thereafter, the insurance
21 commissioner shall adjust the minimum deductible and out-of-pocket
22 expense required for a plan to qualify as a catastrophic plan to
23 reflect the percentage change in the consumer price index for medical
24 care for a preceding twelve months, as determined by the United
25 States department of labor. For a plan year beginning in 2014, the
26 out-of-pocket limits must be adjusted as specified in section
27 1302(c)(1) of P.L. 111-148 of 2010, as amended. The adjusted amount
28 shall apply on the following January 1st.

29 (c) For health benefit plans issued on or after January 1, 2014,
30 "catastrophic health plan" means:

31 (i) A health benefit plan that meets the definition of
32 catastrophic plan set forth in section 1302(e) of P.L. 111-148 of
33 2010, as amended; or

34 (ii) A health benefit plan offered outside the exchange
35 marketplace that requires a calendar year deductible or out-of-pocket
36 expenses under the plan, other than for premiums, for covered
37 benefits, that meets or exceeds the commissioner's annual adjustment
38 under (b) of this subsection.

39 (9) "Certification" means a determination by a review
40 organization that an admission, extension of stay, or other health

1 care service or procedure has been reviewed and, based on the
2 information provided, meets the clinical requirements for medical
3 necessity, appropriateness, level of care, or effectiveness under the
4 auspices of the applicable health benefit plan.

5 (10) "Concurrent review" means utilization review conducted
6 during a patient's hospital stay or course of treatment.

7 (11) "Covered person" or "enrollee" means a person covered by a
8 health plan including an enrollee, subscriber, policyholder,
9 beneficiary of a group plan, or individual covered by any other
10 health plan.

11 (12) "Dependent" means, at a minimum, the enrollee's legal spouse
12 and dependent children who qualify for coverage under the enrollee's
13 health benefit plan.

14 (13) "Emergency medical condition" means a medical condition
15 manifesting itself by acute symptoms of sufficient severity,
16 including severe pain, such that a prudent layperson, who possesses
17 an average knowledge of health and medicine, could reasonably expect
18 the absence of immediate medical attention to result in a condition
19 (a) placing the health of the individual, or with respect to a
20 pregnant woman, the health of the woman or her unborn child, in
21 serious jeopardy, (b) serious impairment to bodily functions, or (c)
22 serious dysfunction of any bodily organ or part.

23 (14) "Emergency services" means a medical screening examination,
24 as required under section 1867 of the social security act (42 U.S.C.
25 1395dd), that is within the capability of the emergency department of
26 a hospital, including ancillary services routinely available to the
27 emergency department to evaluate that emergency medical condition,
28 and further medical examination and treatment, to the extent they are
29 within the capabilities of the staff and facilities available at the
30 hospital, as are required under section 1867 of the social security
31 act (42 U.S.C. 1395dd) to stabilize the patient. Stabilize, with
32 respect to an emergency medical condition, has the meaning given in
33 section 1867(e)(3) of the social security act (42 U.S.C.
34 1395dd(e)(3)).

35 (15) "Employee" has the same meaning given to the term, as of
36 January 1, 2008, under section 3(6) of the federal employee
37 retirement income security act of 1974.

38 (16) "Enrollee point-of-service cost-sharing" means amounts paid
39 to health carriers directly providing services, health care

1 providers, or health care facilities by enrollees and may include
2 copayments, coinsurance, or deductibles.

3 (17) "Exchange" means the Washington health benefit exchange
4 established under chapter 43.71 RCW.

5 (~~(18) ("Final external review decision" means a determination by~~
6 ~~an independent review organization at the conclusion of an external~~
7 ~~review.~~

8 (~~(19) "Final internal adverse benefit determination" means an~~
9 ~~adverse benefit determination that has been upheld by a health plan~~
10 ~~or carrier at the completion of the internal appeals process, or an~~
11 ~~adverse benefit determination with respect to which the internal~~
12 ~~appeals process has been exhausted under the exhaustion rules~~
13 ~~described in RCW 48.43.530 and 48.43.535.~~

14 (+20)) "Grandfathered health plan" means a group health plan or
15 an individual health plan that under section 1251 of the patient
16 protection and affordable care act, P.L. 111-148 (2010) and as
17 amended by the health care and education reconciliation act, P.L.
18 111-152 (2010) is not subject to subtitles A or C of the act as
19 amended.

20 ((+21)) (19) "Grievance" means a written complaint submitted by
21 or on behalf of a covered person regarding service delivery issues
22 other than denial of payment for medical services or nonprovision of
23 medical services, including dissatisfaction with medical care,
24 waiting time for medical services, provider or staff attitude or
25 demeanor, or dissatisfaction with service provided by the health
26 carrier.

27 ((+22)) (20) "Health care facility" or "facility" means hospices
28 licensed under chapter 70.127 RCW, hospitals licensed under chapter
29 70.41 RCW, rural health care facilities as defined in RCW 70.175.020,
30 psychiatric hospitals licensed under chapter 71.12 RCW, nursing homes
31 licensed under chapter 18.51 RCW, community mental health centers
32 licensed under chapter 71.05 or 71.24 RCW, kidney disease treatment
33 centers licensed under chapter 70.41 RCW, ambulatory diagnostic,
34 treatment, or surgical facilities licensed under chapter 70.41 RCW,
35 drug and alcohol treatment facilities licensed under chapter 70.96A
36 RCW, and home health agencies licensed under chapter 70.127 RCW, and
37 includes such facilities if owned and operated by a political
38 subdivision or instrumentality of the state and such other facilities
39 as required by federal law and implementing regulations.

40 ((+23)) (21) "Health care provider" or "provider" means:

1 (a) A person regulated under Title 18 or chapter 70.127 RCW, to
2 practice health or health-related services or otherwise practicing
3 health care services in this state consistent with state law; or

4 (b) An employee or agent of a person described in (a) of this
5 subsection, acting in the course and scope of his or her employment.

6 ~~((+24+))~~ (22) "Health care service" means that service offered or
7 provided by health care facilities and health care providers relating
8 to the prevention, cure, or treatment of illness, injury, or disease.

9 ~~((+25+))~~ (23) "Health carrier" or "carrier" means a disability
10 insurer regulated under chapter 48.20 or 48.21 RCW, a health care
11 service contractor as defined in RCW 48.44.010, or a health
12 maintenance organization as defined in RCW 48.46.020, and includes
13 "issuers" as that term is used in the patient protection and
14 affordable care act (P.L. 111-148).

15 ~~((+26+))~~ (24) "Health plan" or "health benefit plan" means any
16 policy, contract, or agreement offered by a health carrier to
17 provide, arrange, reimburse, or pay for health care services except
18 the following:

19 (a) Long-term care insurance governed by chapter 48.84 or 48.83
20 RCW;

21 (b) Medicare supplemental health insurance governed by chapter
22 48.66 RCW;

23 (c) Coverage supplemental to the coverage provided under chapter
24 55, Title 10, United States Code;

25 (d) Limited health care services offered by limited health care
26 service contractors in accordance with RCW 48.44.035;

27 (e) Disability income;

28 (f) Coverage incidental to a property/casualty liability
29 insurance policy such as automobile personal injury protection
30 coverage and homeowner guest medical;

31 (g) Workers' compensation coverage;

32 (h) Accident only coverage;

33 (i) Specified disease or illness-triggered fixed payment
34 insurance, hospital confinement fixed payment insurance, or other
35 fixed payment insurance offered as an independent, noncoordinated
36 benefit;

37 (j) Employer-sponsored self-funded health plans;

38 (k) Dental only and vision only coverage; and

39 (l) Plans deemed by the insurance commissioner to have a short-
40 term limited purpose or duration, or to be a student-only plan that

1 is guaranteed renewable while the covered person is enrolled as a
2 regular full-time undergraduate or graduate student at an accredited
3 higher education institution, after a written request for such
4 classification by the carrier and subsequent written approval by the
5 insurance commissioner.

6 ~~((+27))~~ (25) "Individual market" means the market for health
7 insurance coverage offered to individuals other than in connection
8 with a group health plan.

9 ~~((+28))~~ (26) "Material modification" means a change in the
10 actuarial value of the health plan as modified of more than five
11 percent but less than fifteen percent.

12 ~~((+29))~~ (27) "Open enrollment" means a period of time as defined
13 in rule to be held at the same time each year, during which
14 applicants may enroll in a carrier's individual health benefit plan
15 without being subject to health screening or otherwise required to
16 provide evidence of insurability as a condition for enrollment.

17 ~~((+30))~~ (28) "Preexisting condition" means any medical
18 condition, illness, or injury that existed any time prior to the
19 effective date of coverage.

20 ~~((+31))~~ (29) "Premium" means all sums charged, received, or
21 deposited by a health carrier as consideration for a health plan or
22 the continuance of a health plan. Any assessment or any "membership,"
23 "policy," "contract," "service," or similar fee or charge made by a
24 health carrier in consideration for a health plan is deemed part of
25 the premium. "Premium" shall not include amounts paid as enrollee
26 point-of-service cost-sharing.

27 ~~((+32))~~ (30) "Review organization" means a disability insurer
28 regulated under chapter 48.20 or 48.21 RCW, health care service
29 contractor as defined in RCW 48.44.010, or health maintenance
30 organization as defined in RCW 48.46.020, and entities affiliated
31 with, under contract with, or acting on behalf of a health carrier to
32 perform a utilization review.

33 ~~((+33))~~ (31) "Small employer" or "small group" means any person,
34 firm, corporation, partnership, association, political subdivision,
35 sole proprietor, or self-employed individual that is actively engaged
36 in business that employed an average of at least one but no more than
37 fifty employees, during the previous calendar year and employed at
38 least one employee on the first day of the plan year, is not formed
39 primarily for purposes of buying health insurance, and in which a
40 bona fide employer-employee relationship exists. In determining the

1 number of employees, companies that are affiliated companies, or that
2 are eligible to file a combined tax return for purposes of taxation
3 by this state, shall be considered an employer. Subsequent to the
4 issuance of a health plan to a small employer and for the purpose of
5 determining eligibility, the size of a small employer shall be
6 determined annually. Except as otherwise specifically provided, a
7 small employer shall continue to be considered a small employer until
8 the plan anniversary following the date the small employer no longer
9 meets the requirements of this definition. A self-employed individual
10 or sole proprietor who is covered as a group of one must also: (a)
11 Have been employed by the same small employer or small group for at
12 least twelve months prior to application for small group coverage,
13 and (b) verify that he or she derived at least seventy-five percent
14 of his or her income from a trade or business through which the
15 individual or sole proprietor has attempted to earn taxable income
16 and for which he or she has filed the appropriate internal revenue
17 service form 1040, schedule C or F, for the previous taxable year,
18 except a self-employed individual or sole proprietor in an
19 agricultural trade or business, must have derived at least fifty-one
20 percent of his or her income from the trade or business through which
21 the individual or sole proprietor has attempted to earn taxable
22 income and for which he or she has filed the appropriate internal
23 revenue service form 1040, for the previous taxable year.

24 ~~((+34+))~~ (32) "Special enrollment" means a defined period of time
25 of not less than thirty-one days, triggered by a specific qualifying
26 event experienced by the applicant, during which applicants may
27 enroll in the carrier's individual health benefit plan without being
28 subject to health screening or otherwise required to provide evidence
29 of insurability as a condition for enrollment.

30 ~~((+35+))~~ (33) "Standard health questionnaire" means the standard
31 health questionnaire designated under chapter 48.41 RCW.

32 ~~((+36+))~~ (34) "Utilization review" means the prospective,
33 concurrent, or retrospective assessment of the necessity and
34 appropriateness of the allocation of health care resources and
35 services of a provider or facility, given or proposed to be given to
36 an enrollee or group of enrollees.

37 ~~((+37+))~~ (35) "Wellness activity" means an explicit program of an
38 activity consistent with department of health guidelines, such as,
39 smoking cessation, injury and accident prevention, reduction of
40 alcohol misuse, appropriate weight reduction, exercise, automobile

1 and motorcycle safety, blood cholesterol reduction, and nutrition
2 education for the purpose of improving enrollee health status and
3 reducing health service costs.

4 **Sec. 18.** RCW 48.43.530 and 2012 c 211 s 20 are each amended to
5 read as follows:

6 (1) Each carrier and health plan must have fully operational,
7 comprehensive grievance and appeal processes, and for plans that are
8 not grandfathered, fully operational, comprehensive, and effective
9 grievance and review of adverse benefit determination processes that
10 comply with the requirements of this section and any rules adopted by
11 the commissioner to implement this section. For the purposes of this
12 section, the commissioner must consider applicable grievance and
13 appeal or review of adverse benefit determination process standards
14 adopted by national managed care accreditation organizations and
15 state agencies that purchase managed health care services, and for
16 health plans that are not grandfathered health plans as approved by
17 the United States department of health and human services or the
18 United States department of labor. In the case of coverage offered in
19 connection with a group health plan, if either the carrier or the
20 health plan complies with the requirements of this section and ((RCW
21 ~~48.43.535~~)) chapter 48.-- RCW (the new chapter created in section 23
22 of this act), then the obligation to comply is satisfied for both the
23 carrier and the plan with respect to the health insurance coverage.

24 (2) Each carrier and health plan must process as a grievance an
25 enrollee's expression of dissatisfaction about customer service or
26 the quality or availability of a health service. Each carrier must
27 implement procedures for registering and responding to oral and
28 written grievances in a timely and thorough manner.

29 (3) Each carrier and health plan must provide written notice to
30 an enrollee or the enrollee's designated representative, and the
31 enrollee's provider, of its decision to deny, modify, reduce, or
32 terminate payment, coverage, authorization, or provision of health
33 care services or benefits, including the admission to or continued
34 stay in a health care facility.

35 (4) An enrollee's written or oral request that a carrier
36 reconsider its decision to deny, modify, reduce, or terminate
37 payment, coverage, authorization, or provision of health care
38 services or benefits, including the admission to, or continued stay
39 in, a health care facility must be processed as follows:

1 (a) When the request is made under a grandfathered health plan,
2 the plan and the carrier must process it as an appeal;

3 (b) When the request is made under a health plan that is not
4 grandfathered, the plan and the carrier must process it as a review
5 of an adverse benefit determination; and

6 (c) Neither a carrier nor a health plan, whether grandfathered or
7 not, may require that an enrollee file a complaint or grievance prior
8 to seeking appeal of a decision or review of an adverse benefit
9 determination under this subsection.

10 (5) To process an appeal, each plan that is not grandfathered and
11 each carrier offering that plan must:

12 (a) Provide written notice to the enrollee when the appeal is
13 received;

14 (b) Assist the enrollee with the appeal process;

15 (c) Make its decision regarding the appeal within thirty days of
16 the date the appeal is received. An appeal must be expedited if the
17 enrollee's provider or the carrier's medical director reasonably
18 determines that following the appeal process response timelines could
19 seriously jeopardize the enrollee's life, health, or ability to
20 regain maximum function. The decision regarding an expedited appeal
21 must be made within seventy-two hours of the date the appeal is
22 received;

23 (d) Cooperate with a representative authorized in writing by the
24 enrollee;

25 (e) Consider information submitted by the enrollee;

26 (f) Investigate and resolve the appeal; and

27 (g) Provide written notice of its resolution of the appeal to the
28 enrollee and, with the permission of the enrollee, to the enrollee's
29 providers. The written notice must explain the carrier's and health
30 plan's decision and the supporting coverage or clinical reasons and
31 the enrollee's right to request independent review of the carrier's
32 decision under (~~RCW 48.43.535~~) chapter 48.-- RCW (the new chapter
33 created in section 23 of this act).

34 (6) Written notice required by subsection (3) of this section
35 must explain:

36 (a) The carrier's and health plan's decision and the supporting
37 coverage or clinical reasons; and

38 (b) The carrier's and grandfathered plan's appeal or for plans
39 that are not grandfathered, adverse benefit determination review
40 process, including information, as appropriate, about how to exercise

1 the enrollee's rights to obtain a second opinion, and how to continue
2 receiving services as provided in this section.

3 (7) When an enrollee requests that the carrier or health plan
4 reconsider its decision to modify, reduce, or terminate an otherwise
5 covered health service that an enrollee is receiving through the
6 health plan and the carrier's or health plan's decision is based upon
7 a finding that the health service, or level of health service, is no
8 longer medically necessary or appropriate, the carrier and health
9 plan must continue to provide that health service until the appeal,
10 or for health plans that are not grandfathered, the review of an
11 adverse benefit determination, is resolved. If the resolution of the
12 appeal, review of an adverse benefit determination, or any review
13 sought by the enrollee under (~~RCW 48.43.535~~) chapter 48.-- RCW (the
14 new chapter created in section 23 of this act) affirms the carrier's
15 or health plan's decision, the enrollee may be responsible for the
16 cost of this continued health service.

17 (8) Each carrier and health plan must provide a clear explanation
18 of the grievance and appeal, or for plans that are not grandfathered,
19 the process for review of an adverse benefit determination process
20 upon request, upon enrollment to new enrollees, and annually to
21 enrollees and subcontractors.

22 (9) Each carrier and health plan must ensure that each grievance,
23 appeal, and for plans that are not grandfathered, grievance and
24 review of adverse benefit determinations, process is accessible to
25 enrollees who are limited English speakers, who have literacy
26 problems, or who have physical or mental disabilities that impede
27 their ability to file a grievance, appeal or review of an adverse
28 benefit determination.

29 (10)(a) Each plan that is not grandfathered and the carrier that
30 offers it must: Track each appeal until final resolution; maintain,
31 and make accessible to the commissioner for a period of three years,
32 a log of all appeals; and identify and evaluate trends in appeals.

33 (b) Each grandfathered plan and the carrier that offers it must:
34 Track each review of an adverse benefit determination until final
35 resolution; maintain and make accessible to the commissioner, for a
36 period of six years, a log of all such determinations; and identify
37 and evaluate trends in requests for and resolution of review of
38 adverse benefit determinations.

39 (11) In complying with this section, plans that are not
40 grandfathered and the carriers offering them must treat a rescission

1 of coverage, whether or not the rescission has an adverse effect on
2 any particular benefit at that time, and any decision to deny
3 coverage in an initial eligibility determination as an adverse
4 benefit determination.

5 **Sec. 19.** RCW 48.43.545 and 2000 c 5 s 17 are each amended to
6 read as follows:

7 (1)(a) A health carrier shall adhere to the accepted standard of
8 care for health care providers under chapter 7.70 RCW when arranging
9 for the provision of medically necessary health care services to its
10 enrollees. A health carrier shall be liable for any and all harm
11 proximately caused by its failure to follow that standard of care
12 when the failure resulted in the denial, delay, or modification of
13 the health care service recommended for, or furnished to, an
14 enrollee.

15 (b) A health carrier is also liable for damages under (a) of this
16 subsection for harm to an enrollee proximately caused by health care
17 treatment decisions that result from a failure to follow the accepted
18 standard of care made by its:

19 (i) Employees;

20 (ii) Agents; or

21 (iii) Ostensible agents who are acting on its behalf and over
22 whom it has the right to exercise influence or control or has
23 actually exercised influence or control.

24 (2) The provisions of this section may not be waived, shifted, or
25 modified by contract or agreement and responsibility for the
26 provisions shall be a duty that cannot be delegated. Any effort to
27 waive, modify, delegate, or shift liability for a breach of the duty
28 established by this section, through a contract for indemnification
29 or otherwise, is invalid.

30 (3) This section does not create any new cause of action, or
31 eliminate any presently existing cause of action, with respect to
32 health care providers and health care facilities that are included in
33 and subject to the provisions of chapter 7.70 RCW.

34 (4) It is a defense to any action or liability asserted under
35 this section against a health carrier that:

36 (a) The health care service in question is not a benefit provided
37 under the plan or the service is subject to limitations under the
38 plan that have been exhausted;

1 (b) Neither the health carrier, nor any employee, agent, or
2 ostensible agent for whose conduct the health carrier is liable under
3 subsection (1)(b) of this section, controlled, influenced, or
4 participated in the health care decision; or

5 (c) The health carrier did not deny or unreasonably delay payment
6 for treatment prescribed or recommended by a participating health
7 care provider for the enrollee.

8 (5) This section does not create any liability on the part of an
9 employer, an employer group purchasing organization that purchases
10 coverage or assumes risk on behalf of its employers, or a
11 governmental agency that purchases coverage on behalf of individuals
12 and families. The governmental entity established to offer and
13 provide health insurance to public employees, public retirees, and
14 their covered dependents under RCW 41.05.140 is subject to liability
15 under this section.

16 (6) Nothing in any law of this state prohibiting a health carrier
17 from practicing medicine or being licensed to practice medicine may
18 be asserted as a defense by the health carrier in an action brought
19 against it under this section.

20 (7)(a) A person may not maintain a cause of action under this
21 section against a health carrier unless:

22 (i) The affected enrollee has suffered substantial harm. As used
23 in this subsection, "substantial harm" means loss of life, loss or
24 significant impairment of limb, bodily or cognitive function,
25 significant disfigurement, or severe or chronic physical pain; and

26 (ii) The affected enrollee or the enrollee's representative has
27 exercised the opportunity established in (~~RCW 48.43.535~~) chapter
28 48.-- RCW (the new chapter created in section 23 of this act) to seek
29 (~~independent~~) external review of the health care treatment
30 decision.

31 (b) This subsection (7) does not prohibit an enrollee from
32 pursuing other appropriate remedies, including injunctive relief, a
33 declaratory judgment, or other relief available under law, if its
34 requirements place the enrollee's health in serious jeopardy.

35 (8) In an action against a health carrier, a finding that a
36 health care provider is an employee, agent, or ostensible agent of
37 such a health carrier shall not be based solely on proof that the
38 person's name appears in a listing of approved physicians or health
39 care providers made available to enrollees under a health plan.

1 (9) Any action under this section shall be commenced within three
2 years of the completion of the independent review process.

3 (10) This section does not apply to workers' compensation
4 insurance under Title 51 RCW.

5 **Sec. 20.** RCW 48.125.030 and 2008 c 217 s 96 are each amended to
6 read as follows:

7 The commissioner may not issue a certificate of authority to a
8 self-funded multiple employer welfare arrangement unless the
9 arrangement establishes to the satisfaction of the commissioner that
10 the following requirements have been satisfied by the arrangement:

11 (1) The employers participating in the arrangement are members of
12 a bona fide association;

13 (2) The employers participating in the arrangement exercise
14 control over the arrangement, as follows:

15 (a) Subject to (b) of this subsection, control exists if the
16 board of directors of the bona fide association or the employers
17 participating in the arrangement have the right to elect at least
18 seventy-five percent of the individuals designated in the
19 arrangement's organizational documents as having control over the
20 operations of the arrangement and the individuals designated in the
21 arrangement's organizational documents in fact exercise control over
22 the operation of the arrangement; and

23 (b) The use of a third-party administrator to process claims and
24 to assist in the administration of the arrangement is not evidence of
25 the lack of exercise of control over the operation of the
26 arrangement;

27 (3) In this state, the arrangement provides only health care
28 services;

29 (4) In this state, the arrangement provides or arranges benefits
30 for health care services in compliance with those provisions of this
31 title that mandate particular benefits or offerings and with
32 provisions that require access to particular types or categories of
33 health care providers and facilities;

34 (5) In this state, the arrangement provides or arranges benefits
35 for health care services in compliance with RCW 48.43.500 through
36 ~~((48.43.535,))~~ 48.43.545, ~~((and))~~ 48.43.550, and chapter 48.-- RCW
37 (the new chapter created in section 23 of this act);

38 (6) The arrangement provides health care services to not less
39 than twenty employers and not less than seventy-five employees;

1 (7) The arrangement may not solicit participation in the
2 arrangement from the general public. However, the arrangement may
3 employ licensed insurance producers who receive a commission,
4 unlicensed individuals who do not receive a commission, and may
5 contract with a licensed insurance producer who may be paid a
6 commission or other remuneration, for the purpose of enrolling and
7 renewing the enrollments of employers in the arrangement;

8 (8) The arrangement has been in existence and operated actively
9 for a continuous period of not less than ten years as of December 31,
10 2003, except for an arrangement that has been in existence and
11 operated actively since December 31, 2000, and is sponsored by an
12 association that has been in existence more than twenty-five years;
13 and

14 (9) The arrangement is not organized or maintained solely as a
15 conduit for the collection of premiums and the forwarding of premiums
16 to an insurance company.

17 **Sec. 21.** RCW 70.47.130 and 2009 c 298 s 4 are each amended to
18 read as follows:

19 (1) The activities and operations of the Washington basic health
20 plan under this chapter, including those of managed health care
21 systems to the extent of their participation in the plan, are exempt
22 from the provisions and requirements of Title 48 RCW except:

23 (a) Benefits as provided in RCW 70.47.070;

24 (b) Managed health care systems are subject to the provisions of
25 RCW 48.43.022, 48.43.500, 70.02.045, 48.43.505 through ~~((48.43.535))~~
26 48.43.530, ~~((43.70.235,))~~ 48.43.545, 48.43.550, 70.02.110, ~~((and))~~
27 70.02.900, and chapter 48.-- RCW (the new chapter created in section
28 23 of this act);

29 (c) Persons appointed or authorized to solicit applications for
30 enrollment in the basic health plan, including employees of the
31 health care authority, must comply with chapter 48.17 RCW. For
32 purposes of this subsection (1)(c), "solicit" does not include
33 distributing information and applications for the basic health plan
34 and responding to questions;

35 (d) Amounts paid to a managed health care system by the basic
36 health plan for participating in the basic health plan and providing
37 health care services for nonsubsidized enrollees in the basic health
38 plan must comply with RCW 48.14.0201; and

1 (e) Administrative simplification requirements as provided in
2 chapter 298, Laws of 2009.

3 (2) The purpose of the 1994 amendatory language to this section
4 in chapter 309, Laws of 1994 is to clarify the intent of the
5 legislature that premiums paid on behalf of nonsubsidized enrollees
6 in the basic health plan are subject to the premium and prepayment
7 tax. The legislature does not consider this clarifying language to
8 either raise existing taxes nor to impose a tax that did not exist
9 previously.

10 NEW SECTION. **Sec. 22.** The following acts or parts of acts are
11 each repealed:

12 (1) RCW 43.70.235 (Health care disputes—Certifying independent
13 review organizations—Application—Restrictions—Maximum fee schedule
14 for conducting reviews—Rules) and 2012 c 211 s 14, 2005 c 54 s 1, &
15 2000 c 5 s 12; and

16 (2) RCW 48.43.535 (Independent review of health care disputes—
17 System for using certified independent review organizations—Rules)
18 and 2012 c 211 s 21, 2011 c 314 s 5, & 2000 c 5 s 11.

19 NEW SECTION. **Sec. 23.** Sections 1 through 15 of this act
20 constitute a new chapter in Title 48 RCW.

21 NEW SECTION. **Sec. 24.** This act takes effect January 1, 2017.

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