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HOUSE BILL 1688

State of Washington 67th Legislature 2022 Regular Session

By Representatives Cody, Schmick, Leavitt, Ryu, Graham, Taylor, Berry, Paul, Wicks, Springer, Sells, Bateman, Valdez, Davis, Eslick, Goodman, Klicker, Macri, Ramos, Simmons, Wylie, Callan, Sullivan, Chopp, Slatter, Tharinger, Thai, Pollet, Riccelli, Ormsby, Caldier, Kloba, and Frame; by request of Insurance Commissioner

Prefiled 12/22/21. Read first time 01/10/22. Referred to Committee on Health Care & Wellness.

AN ACT Relating to protecting consumers from charges for out-of-1 2 network health care services, by aligning state law and the federal 3 no surprises act and addressing coverage of treatment for emergency conditions; amending RCW 43.371.100, 48.43.005, 48.43.093, 48.43.535, 4 48.49.003, 48.49.020, 48.49.030, 48.49.040, 48.49.050, 48.49.060, 5 48.49.070, 48.49.090, 48.49.100, 48.49.130, 48.49.150, and 48.49.110; 6 7 adding a new section to chapter 48.43 RCW; adding new sections to 8 chapter 48.49 RCW; adding a new section to chapter 71.24 RCW; 9 recodifying RCW 48.49.150; prescribing penalties; providing an expiration date; and declaring an emergency. 10

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

12 Sec. 1. RCW 43.371.100 and 2019 c 427 s 26 are each amended to 13 read as follows:

(1) The office of the insurance commissioner shall contract with 14 the state agency responsible for administration of the database and 15 16 the lead organization to establish a data set and business process to 17 provide health carriers, health care providers, hospitals, ambulatory 18 surgical facilities, and arbitrators with data to assist in determining commercially reasonable payments and resolving payment 19 disputes for out-of-network medical services rendered by health care 20 21 facilities or providers.

1 (a) The data set and business process must be developed in 2 collaboration with health carriers, health care providers, hospitals, 3 and ambulatory surgical facilities.

4 (b) The data set must provide the amounts for the services 5 described in RCW 48.49.020. The data used to calculate the median in-6 network and out-of-network allowed amounts and the median billed 7 charge amounts by geographic area, for the same or similar services, 8 must be drawn from commercial health plan claims, and exclude 9 medicare and medicaid claims as well as claims paid on other than a 10 fee-for-service basis.

(c) The data set and business process must be available beginning November 1, 2019, and must be reviewed by an advisory committee established under ((chapter 43.371 RCW)) this chapter that includes representatives of health carriers, health care providers, hospitals, and ambulatory surgical facilities for validation before use.

16 (2) The 2019 data set must be based upon the most recently 17 available full calendar year of claims data. The data set for each 18 subsequent year must be adjusted by applying the consumer price 19 index-medical component established by the United States department 20 of labor, bureau of labor statistics to the previous year's data set.

21 (3) Until December 31, 2030, the office of the insurance commissioner shall contract with the state agency responsible for 22 23 administration of the database or other organizations biennially beginning in 2022, for an analysis of commercial health plan claims 24 25 data to assess any impact that chapter 48.49 RCW or P.L. 116-260 have had or may have had on payments to participating and nonparticipating 26 providers and facilities and on utilization of out-of-network 27 28 services. To the extent that data related to self-funded group health plans is available within funds appropriated for this purpose, the 29 analysis may include such data. The analysis must be published on the 30 website of the office of the insurance commissioner, with the first 31 32 analysis published on or before December 15, 2022.

33 Sec. 2. RCW 48.43.005 and 2020 c 196 s 1 are each amended to 34 read as follows:

35 Unless otherwise specifically provided, the definitions in this 36 section apply throughout this chapter.

37 (1) "Adjusted community rate" means the rating method used to 38 establish the premium for health plans adjusted to reflect 39 actuarially demonstrated differences in utilization or cost

1 attributable to geographic region, age, family size, and use of 2 wellness activities.

(2) "Adverse benefit determination" means a denial, reduction, or 3 termination of, or a failure to provide or make payment, in whole or 4 in part, for a benefit, including a denial, reduction, termination, 5 6 or failure to provide or make payment that is based on a determination of an enrollee's or applicant's eligibility to 7 participate in a plan, and including, with respect to group health 8 plans, a denial, reduction, or termination of, or a failure to 9 provide or make payment, in whole or in part, for a benefit resulting 10 11 from the application of any utilization review, as well as a failure 12 to cover an item or service for which benefits are otherwise provided because it is determined to be experimental or investigational or not 13 14 medically necessary or appropriate.

(3) "Allowed amount" means the maximum portion of a billed charge a health carrier will pay, including any applicable enrollee costsharing responsibility, for a covered health care service or item rendered by a participating provider or facility or by a nonparticipating provider or facility.

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

(5) "Balance bill" means a bill sent to an enrollee by ((an outof-network)) a nonparticipating provider or facility for health care services provided to the enrollee after the provider or facility's billed amount is not fully reimbursed by the carrier, exclusive of permitted cost-sharing.

(6) "Basic health plan" means the plan described under chapter70.47 RCW, as revised from time to time.

30 (7) "Basic health plan model plan" means a health plan as 31 required in RCW 70.47.060(2)(e).

32 (8) "Basic health plan services" means that schedule of covered 33 health services, including the description of how those benefits are 34 to be administered, that are required to be delivered to an enrollee 35 under the basic health plan, as revised from time to time.

36 (9) "Board" means the governing board of the Washington health 37 benefit exchange established in chapter 43.71 RCW.

38 (10)(a) For grandfathered health benefit plans issued before 39 January 1, 2014, and renewed thereafter, "catastrophic health plan" 40 means: 1 (i) In the case of a contract, agreement, or policy covering a 2 single enrollee, a health benefit plan requiring a calendar year 3 deductible of, at a minimum, one thousand seven hundred fifty dollars 4 and an annual out-of-pocket expense required to be paid under the 5 plan (other than for premiums) for covered benefits of at least three 6 thousand five hundred dollars, both amounts to be adjusted annually 7 by the insurance commissioner; and

8 (ii) In the case of a contract, agreement, or policy covering 9 more than one enrollee, a health benefit plan requiring a calendar 10 year deductible of, at a minimum, three thousand five hundred dollars 11 and an annual out-of-pocket expense required to be paid under the 12 plan (other than for premiums) for covered benefits of at least six 13 thousand dollars, both amounts to be adjusted annually by the 14 insurance commissioner.

(b) In July 2008, and in each July thereafter, the insurance 15 16 commissioner shall adjust the minimum deductible and out-of-pocket 17 expense required for a plan to qualify as a catastrophic plan to 18 reflect the percentage change in the consumer price index for medical care for a preceding twelve months, as determined by the United 19 States department of labor. For a plan year beginning in 2014, the 20 21 out-of-pocket limits must be adjusted as specified in section 1302(c)(1) of P.L. 111-148 of 2010, as amended. The adjusted amount 22 shall apply on the following January 1st. 23

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

26 (i) A health benefit plan that meets the definition of 27 catastrophic plan set forth in section 1302(e) of P.L. 111-148 of 28 2010, as amended; or

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

(11) "Certification" means a determination by a review organization that an admission, extension of stay, or other health care service or procedure has been reviewed and, based on the information provided, meets the clinical requirements for medical necessity, appropriateness, level of care, or effectiveness under the auspices of the applicable health benefit plan.

1 (12) "Concurrent review" means utilization review conducted 2 during a patient's hospital stay or course of treatment.

3 (13) "Covered person" or "enrollee" means a person covered by a 4 health plan including an enrollee, subscriber, policyholder, 5 beneficiary of a group plan, or individual covered by any other 6 health plan.

7 (14) "Dependent" means, at a minimum, the enrollee's legal spouse 8 and dependent children who qualify for coverage under the enrollee's 9 health benefit plan.

(15) "Emergency medical condition" means a medical, mental 10 11 health, or substance use disorder condition manifesting itself by 12 acute symptoms of sufficient severity including, but not limited to, severe pain or emotional distress, such that a prudent layperson, who 13 possesses an average knowledge of health and medicine, could 14 reasonably expect the absence of immediate medical, mental health, or 15 16 substance use disorder treatment attention to result in a condition 17 (a) placing the health of the individual, or with respect to a pregnant woman, the health of the woman or her unborn child, in 18 19 serious jeopardy, (b) serious impairment to bodily functions, or (c) serious dysfunction of any bodily organ or part. 20

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(16) "Emergency services" means ((a)):

(a) (i) A medical screening examination, as required under section 1867 of the social security act (42 U.S.C. <u>Sec.</u> 1395dd), that is within the capability of the emergency department of a hospital, including ancillary services routinely available to the emergency department to evaluate that emergency medical condition((, and <u>further medical</u>));

(ii) Medical examination and treatment, to the extent they are within the capabilities of the staff and facilities available at the hospital, as are required under section 1867 of the social security act (42 U.S.C. <u>Sec.</u> 1395dd) to stabilize the patient. Stabilize, with respect to an emergency medical condition, has the meaning given in section 1867(e)(3) of the social security act (42 U.S.C. <u>Sec.</u> 1395dd(e)(3)); and

35 (iii) Covered services provided by staff or facilities of a 36 hospital after the enrollee is stabilized and as part of outpatient 37 observation or an inpatient or outpatient stay with respect to the 38 visit during which screening and stabilization services have been 39 furnished. Poststabilization services relate to medical, mental 40 health, or substance use disorder treatment necessary in the short

term to avoid placing the health of the individual, or with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part; or

5 (b) (i) A screening examination that is within the capability of a 6 behavioral health emergency services provider including ancillary 7 services routinely available to the behavioral health emergency 8 services provider to evaluate that emergency medical condition;

(ii) Examination and treatment, to the extent they are within the 9 10 capabilities of the staff and facilities available at the behavioral health emergency services provider, as are required under section 11 1867 of the social security act (42 U.S.C. Sec. 1395dd) or as would 12 be required under such section if such section applied to behavioral 13 health emergency services providers, to stabilize the patient. 14 15 Stabilize, with respect to an emergency medical condition, has the meaning given in section 1867(e)(3) of the social security act (42) 16 17 U.S.C. Sec. 1395dd(e)(3)); and

(iii) Covered behavioral health services provided by staff or 18 19 facilities of a behavioral health emergency services provider after the enrollee is stabilized and as part of outpatient observation or 20 an inpatient or outpatient stay with respect to the visit during 21 which screening and stabilization services have been furnished. 22 23 Poststabilization services relate to mental health or substance use 24 disorder treatment necessary in the short term to avoid placing the 25 health of the individual, or with respect to a pregnant woman, the health of the woman or her unborn child, in serious jeopardy, serious 26 impairment to bodily functions, or serious dysfunction of any bodily 27 28 organ or part.

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

(18) "Enrollee point-of-service cost-sharing" or "cost-sharing"
 means amounts paid to health carriers directly providing services,
 health care providers, or health care facilities by enrollees and may
 include copayments, coinsurance, or deductibles.

36 (19) "Essential health benefit categories" means:

- 37 (a) Ambulatory patient services;
- 38 (b) Emergency services;
- 39 (c) Hospitalization;
- 40 (d) Maternity and newborn care;

(e) Mental health and substance use disorder services, including
 behavioral health treatment;

3 (f) Prescription drugs;

(g) Rehabilitative and habilitative services and devices;

5 (h) Laboratory services;

6 (i) Preventive and wellness services and chronic disease 7 management; and

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(j) Pediatric services, including oral and vision care.

9 (20) "Exchange" means the Washington health benefit exchange 10 established under chapter 43.71 RCW.

11 (21) "Final external review decision" means a determination by an 12 independent review organization at the conclusion of an external 13 review.

14 (22) "Final internal adverse benefit determination" means an 15 adverse benefit determination that has been upheld by a health plan 16 or carrier at the completion of the internal appeals process, or an 17 adverse benefit determination with respect to which the internal 18 appeals process has been exhausted under the exhaustion rules 19 described in RCW 48.43.530 and 48.43.535.

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

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

(25) "Health care facility" or "facility" means hospices licensed 33 under chapter 70.127 RCW, hospitals licensed under chapter 70.41 RCW, 34 rural health care facilities as defined in RCW 70.175.020, 35 psychiatric hospitals licensed under chapter 71.12 RCW, nursing homes 36 licensed under chapter 18.51 RCW, community mental health centers 37 licensed under chapter 71.05 or 71.24 RCW, kidney disease treatment 38 39 centers licensed under chapter 70.41 RCW, ambulatory diagnostic, 40 treatment, or surgical facilities licensed under chapter 70.41 or 1 <u>70.230</u> RCW, drug and alcohol treatment facilities licensed under 2 chapter 70.96A RCW, and home health agencies licensed under chapter 3 70.127 RCW, and includes such facilities if owned and operated by a 4 political subdivision or instrumentality of the state and such other 5 facilities as required by federal law and implementing regulations.

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(26) "Health care provider" or "provider" means:

7 (a) A person regulated under Title 18 or chapter 70.127 RCW, to 8 practice health or health-related services or otherwise practicing 9 health care services in this state consistent with state law; or

10 (b) An employee or agent of a person described in (a) of this 11 subsection, acting in the course and scope of his or her employment.

12 (27) "Health care service" means that service offered or provided 13 by health care facilities and health care providers relating to the 14 prevention, cure, or treatment of illness, injury, or disease.

15 (28) "Health carrier" or "carrier" means a disability insurer 16 regulated under chapter 48.20 or 48.21 RCW, a health care service 17 contractor as defined in RCW 48.44.010, or a health maintenance 18 organization as defined in RCW 48.46.020, and includes "issuers" as 19 that term is used in the patient protection and affordable care act 20 (P.L. 111-148).

(29) "Health plan" or "health benefit plan" means any policy, contract, or agreement offered by a health carrier to provide, arrange, reimburse, or pay for health care services except the following:

25 (a) Long-term care insurance governed by chapter 48.84 or 48.83 26 RCW;

(b) Medicare supplemental health insurance governed by chapter48.66 RCW;

(c) Coverage supplemental to the coverage provided under chapter55, Title 10, United States Code;

31 (d) Limited health care services offered by limited health care 32 service contractors in accordance with RCW 48.44.035;

33 (e) Disability income;

34 (f) Coverage incidental to a property/casualty liability 35 insurance policy such as automobile personal injury protection 36 coverage and homeowner guest medical;

- 37 (g) Workers' compensation coverage;
- 38 (h) Accident only coverage;

39 (i) Specified disease or illness-triggered fixed payment40 insurance, hospital confinement fixed payment insurance, or other

1 fixed payment insurance offered as an independent, noncoordinated 2 benefit;

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

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(k) Dental only and vision only coverage;

5 (1) Plans deemed by the insurance commissioner to have a short-6 term limited purpose or duration, or to be a student-only plan that 7 is guaranteed renewable while the covered person is enrolled as a 8 regular full-time undergraduate or graduate student at an accredited 9 higher education institution, after a written request for such 10 classification by the carrier and subsequent written approval by the 11 insurance commissioner;

12 (m) Civilian health and medical program for the veterans affairs 13 administration (CHAMPVA); and

(n) Stand-alone prescription drug coverage that exclusively supplements medicare part D coverage provided through an employer group waiver plan under federal social security act regulation 42 C.F.R. Sec. 423.458(c).

18 (30) "Individual market" means the market for health insurance 19 coverage offered to individuals other than in connection with a group 20 health plan.

(31) "In-network" or "participating" means a provider or facility that has contracted with a carrier or a carrier's contractor or subcontractor to provide health care services to enrollees and be reimbursed by the carrier at a contracted rate as payment in full for the health care services, including applicable cost-sharing obligations.

27 (32) "Material modification" means a change in the actuarial 28 value of the health plan as modified of more than five percent but 29 less than fifteen percent.

30 (33) "Open enrollment" means a period of time as defined in rule 31 to be held at the same time each year, during which applicants may 32 enroll in a carrier's individual health benefit plan without being 33 subject to health screening or otherwise required to provide evidence 34 of insurability as a condition for enrollment.

35 (34) "Out-of-network" or "nonparticipating" means a provider or 36 facility that has not contracted with a carrier or a carrier's 37 contractor or subcontractor to provide health care services to 38 enrollees.

39 (35) "Out-of-pocket maximum" or "maximum out-of-pocket" means the 40 maximum amount an enrollee is required to pay in the form of cost1 sharing for covered benefits in a plan year, after which the carrier 2 covers the entirety of the allowed amount of covered benefits under 3 the contract of coverage.

4 (36) "Preexisting condition" means any medical condition, 5 illness, or injury that existed any time prior to the effective date 6 of coverage.

7 (37) "Premium" means all sums charged, received, or deposited by 8 a health carrier as consideration for a health plan or the 9 continuance of a health plan. Any assessment or any "membership," 10 "policy," "contract," "service," or similar fee or charge made by a 11 health carrier in consideration for a health plan is deemed part of 12 the premium. "Premium" shall not include amounts paid as enrollee 13 point-of-service cost-sharing.

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(38)(a) "Protected individual" means:

(i) An adult covered as a dependent on the enrollee's health benefit plan, including an individual enrolled on the health benefit plan of the individual's registered domestic partner; or

18 (ii) A minor who may obtain health care without the consent of a 19 parent or legal guardian, pursuant to state or federal law.

20 (b) "Protected individual" does not include an individual deemed 21 not competent to provide informed consent for care under RCW 22 11.88.010(1)(e).

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

(40) "Sensitive health care services" means health services
related to reproductive health, sexually transmitted diseases,
substance use disorder, gender dysphoria, gender affirming care,
domestic violence, and mental health.

(41) "Small employer" or "small group" means any person, firm, 33 corporation, partnership, association, political subdivision, sole 34 proprietor, or self-employed individual that is actively engaged in 35 36 business that employed an average of at least one but no more than fifty employees, during the previous calendar year and employed at 37 least one employee on the first day of the plan year, is not formed 38 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 are eligible to file a combined tax return for purposes of taxation 2 by this state, shall be considered an employer. Subsequent to the 3 issuance of a health plan to a small employer and for the purpose of 4 determining eligibility, the size of a small employer shall be 5 6 determined annually. Except as otherwise specifically provided, a small employer shall continue to be considered a small employer until 7 the plan anniversary following the date the small employer no longer 8 meets the requirements of this definition. A self-employed individual 9 or sole proprietor who is covered as a group of one must also: (a) 10 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, and (b) verify that he or she derived at least seventy-five percent 13 of his or her income from a trade or business through which the 14 individual or sole proprietor has attempted to earn taxable income 15 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, except a self-employed individual or sole proprietor 18 in an 19 agricultural trade or business, must have derived at least fifty-one percent of his or her income from the trade or business through which 20 the individual or sole proprietor has attempted to earn taxable 21 income and for which he or she has filed the appropriate internal 22 23 revenue service form 1040, for the previous taxable year.

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

30 (43) "Standard health questionnaire" means the standard health 31 questionnaire designated under chapter 48.41 RCW.

32 (44) (("Surgical or ancillary services" means surgery, 33 anesthesiology, pathology, radiology, laboratory, or hospitalist 34 services.

35 (45)) "Utilization review" means the prospective, concurrent, or 36 retrospective assessment of the necessity and appropriateness of the 37 allocation of health care resources and services of a provider or 38 facility, given or proposed to be given to an enrollee or group of 39 enrollees. 1 (((46))) <u>(45)</u> "Wellness activity" means an explicit program of an 2 activity consistent with department of health guidelines, such as, 3 smoking cessation, injury and accident prevention, reduction of 4 alcohol misuse, appropriate weight reduction, exercise, automobile 5 and motorcycle safety, blood cholesterol reduction, and nutrition 6 education for the purpose of improving enrollee health status and 7 reducing health service costs.

8 <u>(46) "Nonemergency health care services performed by</u> 9 <u>nonparticipating providers at certain participating facilities" means</u> 10 <u>covered items or services other than emergency services with respect</u> 11 <u>to a visit at a participating health care facility, as provided in</u> 12 <u>section 2799A-1(b) of the public health services act (42 U.S.C. Sec.</u> 13 <u>300gg-111(b)), 45 C.F.R. Sec. 149.30, and 45 C.F.R. Sec. 149.120 as</u> 14 <u>in effect on the effective date of this section.</u>

15 <u>(47) "Air ambulance service" has the same meaning as defined in</u> 16 <u>section 2799A-2 of the public health services act (42 U.S.C. Sec.</u> 17 <u>300gg-112) and implementing federal regulations in effect on the</u> 18 <u>effective date of this section.</u>

19 <u>(48)</u> "Behavioral health emergency services provider" means 20 emergency services provided in the following settings:

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(a) A crisis stabilization unit as defined in RCW 71.05.020;

22 (b) An evaluation and treatment facility that can provide 23 directly, or by direct arrangement with other public or private 24 agencies, emergency evaluation and treatment, outpatient care, and 25 timely and appropriate inpatient care to persons suffering from a 26 mental disorder, and which is licensed or certified as such by the 27 department of health;

28 (c) An agency certified by the department of health under chapter
29 71.24 RCW to provide outpatient crisis services;

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(d) A triage facility as defined in RCW 71.05.020;

31 (e) An agency certified by the department of health under chapter 32 71.24 RCW to provide medically managed or medically monitored 33 withdrawal management services; or

34 (f) A mobile rapid response crisis team as defined in RCW 35 71.24.025 that is contracted with a behavioral health administrative 36 services organization operating under RCW 71.24.045 to provide crisis 37 response services in the behavioral health administrative services 38 organization's service area. 1 Sec. 3. RCW 48.43.093 and 2019 c 427 s 3 are each amended to 2 read as follows:

3 (1) ((When conducting a review of the necessity and 4 appropriateness of emergency services or making a benefit 5 determination for emergency services:

6 (a))) A health carrier shall cover emergency services ((necessary to screen and stabilize)) provided to a covered person if a prudent 7 layperson acting reasonably would have believed that an emergency 8 medical condition existed. In addition, a health carrier shall not 9 10 require prior authorization of emergency services ((provided prior to the point of stabilization)) if a prudent layperson acting reasonably 11 12 would have believed that an emergency medical condition existed. With obtained from 13 respect to care ((an out-of-network)) а nonparticipating hospital emergency department or behavioral health 14 15 <u>emergency services provider</u>, a health carrier shall cover emergency 16 services ((necessary to screen and stabilize a covered person)). In 17 addition, a health carrier shall not require prior authorization of ((the)) <u>emergency</u> services ((provided prior to the point of 18 19 stabilization)).

20 (((b) If an authorized representative of a health carrier 21 authorizes coverage of emergency services, the health carrier shall 22 not subsequently retract its authorization after the emergency 23 services have been provided, or reduce payment for an item or service 24 furnished in reliance on approval, unless the approval was based on a 25 material misrepresentation about the covered person's health 26 condition made by the provider of emergency services.

27 (c)) (2) Coverage of emergency services may be subject to 28 applicable in-network copayments, coinsurance, and deductibles, as 29 provided in chapter 48.49 RCW.

30 (((2) If a health carrier requires preauthorization for 31 postevaluation or poststabilization services, the health carrier 32 shall provide access to an authorized representative twenty-four hours a day, seven days a week, to facilitate review. In order for 33 34 postevaluation or poststabilization services to be covered by the health carrier, the provider or facility must make a documented good 35 faith effort to contact the covered person's health carrier within 36 thirty minutes of stabilization, if the covered person needs to be 37 stabilized. The health carrier's authorized representative is 38 39 required to respond to a telephone request for preauthorization from 40 a provider or facility within thirty minutes. Failure of the health 1 carrier to respond within thirty minutes constitutes authorization 2 for the provision of immediately required medically necessary 3 postevaluation and poststabilization services, unless the health 4 carrier documents that it made a good faith effort but was unable to 5 reach the provider or facility within thirty minutes after receiving 6 the request.

7 (3) A health carrier shall immediately arrange for an alternative 8 plan of treatment for the covered person if an out-of-network 9 emergency provider and health carrier cannot reach an agreement on 10 which services are necessary beyond those immediately necessary to 11 stabilize the covered person consistent with state and federal laws.

12 (4))) (3) Nothing in this section is to be construed as 13 prohibiting ((the)) <u>a</u> health carrier from ((requiring)):

14 (a) Requiring notification of stabilization or inpatient admission within the time frame specified in ((the)) its contract 15 ((for inpatient admission)) with the hospital or behavioral health 16 17 <u>emergency services provider</u> or as soon thereafter as medically possible but no less than twenty-four hours((. Nothing in this 18 19 section is to be construed as preventing the health carrier from reserving the right to require transfer of a hospitalized covered 20 person upon stabilization. Follow-up)); or 21

(b) Requiring a hospital or emergency behavioral health emergency services provider to make a documented good faith effort to notify the covered person's health carrier within 30 minutes of stabilization, if the covered person needs to be stabilized. If a health carrier requires such notification, the health carrier shall provide access to an authorized representative 24 hours a day, seven days a week to receive notifications.

29 <u>(4) Except to the extent provided otherwise in this section,</u>
30 <u>follow-up</u> care that is a direct result of the emergency must be
31 obtained in accordance with the health plan's usual terms and
32 conditions of coverage. All other terms and conditions of coverage
33 may be applied to emergency services.

34 Sec. 4. RCW 48.43.535 and 2012 c 211 s 21 are each amended to 35 read as follows:

36 (1) There is a need for a process for the fair consideration of 37 disputes relating to decisions by carriers that offer a health plan 38 to deny, modify, reduce, or terminate coverage of or payment for 39 health care services for an enrollee. For purposes of this section, "carrier" also applies to a health plan if the health plan
 administers the appeal process directly or through a third party.

3 (2) An enrollee may seek review by a certified independent review organization of a carrier's decision to deny, modify, reduce, or 4 terminate coverage of or payment for a health care service or of any 5 6 adverse determination made by a carrier under RCW 48.49.020, 48.49.030, or sections 2799A-1 or 2799A-2 of the public health 7 services act (42 U.S.C. Secs. 300gg-111 or 300gg-112) and 8 implementing federal regulations in effect as of the effective date 9 10 of this section, after exhausting the carrier's grievance process and 11 receiving a decision that is unfavorable to the enrollee, or after 12 the carrier has exceeded the timelines for grievances provided in RCW 48.43.530, without good cause and without reaching a decision. 13

(3) The commissioner must establish and use a rotational registry 14 system for the assignment of a certified independent review 15 16 organization to each dispute. The system should be flexible enough to 17 ensure that an independent review organization has the expertise necessary to review the particular medical condition or service at 18 19 issue in the dispute, and that any approved independent review organization does not have a conflict of interest that will influence 20 21 its independence.

(4) Carriers must provide to the appropriate certified independent review organization, not later than the third business day after the date the carrier receives a request for review, a copy of:

26 (a) Any medical records of the enrollee that are relevant to the 27 review;

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

30 (c) Any documentation and written information submitted to the 31 carrier in support of the appeal; and

32 (d) A list of each physician or health care provider who has 33 provided care to the enrollee and who may have medical records 34 relevant to the appeal. Health information or other confidential or 35 proprietary information in the custody of a carrier may be provided 36 to an independent review organization, subject to rules adopted by 37 the commissioner.

38 (5) Enrollees must be provided with at least five business days 39 to submit to the independent review organization in writing 40 additional information that the independent review organization must 1 consider when conducting the external review. The independent review 2 organization must forward any additional information submitted by an 3 enrollee to the plan or carrier within one business day of receipt by 4 the independent review organization.

(6) The medical reviewers from a certified independent review 5 6 organization will make determinations regarding the medical necessity or appropriateness of, and the application of health plan coverage 7 provisions to, health care services for an enrollee. The medical 8 reviewers' determinations must be based upon their expert medical 9 judgment, after consideration of relevant medical, scientific, and 10 cost-effectiveness evidence, and medical standards of practice in the 11 12 state of Washington. Except as provided in this subsection, the review organization 13 certified independent must ensure that determinations are consistent with the scope of covered benefits as 14 outlined in the medical coverage agreement. Medical reviewers may 15 override the health plan's medical necessity or appropriateness 16 17 standards if the standards are determined upon review to be 18 unreasonable or inconsistent with sound, evidence-based medical 19 practice.

(7) Once a request for an independent review determination has been made, the independent review organization must proceed to a final determination, unless requested otherwise by both the carrier and the enrollee or the enrollee's representative.

(a) An enrollee or carrier may request an expedited external 24 25 review if the adverse benefit determination or internal adverse 26 benefit determination concerns an admission, availability of care, continued stay, or health care service for which the claimant 27 received emergency services but has not been discharged from a 28 facility; or involves a medical condition for which the standard 29 external review time frame would seriously jeopardize the life or 30 31 health of the enrollee or jeopardize the enrollee's ability to regain 32 maximum function. The independent review organization must make its decision to uphold or reverse the adverse benefit determination or 33 final internal adverse benefit determination and notify the enrollee 34 and the carrier or health plan of the determination as expeditiously 35 as possible but within not more than seventy-two hours after the 36 receipt of the request for expedited external review. If the notice 37 is not in writing, the independent review organization must provide 38 written confirmation of the decision within forty-eight hours after 39 40 the date of the notice of the decision.

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1 (b) For claims involving experimental or investigational 2 treatments, the independent review organization must ensure that 3 adequate clinical and scientific experience and protocols are taken 4 into account as part of the external review process.

5 (8) Carriers must timely implement the certified independent 6 review organization's determination, and must pay the certified 7 independent review organization's charges.

(9) When an enrollee requests independent review of a dispute 8 under this section, and the dispute involves a carrier's decision to 9 modify, reduce, or terminate an otherwise covered health service that 10 11 an enrollee is receiving at the time the request for review is submitted and the carrier's decision is based upon a finding that the 12 health service, or level of health service, is no longer medically 13 necessary or appropriate, the carrier must continue to provide the 14 health service if requested by the enrollee until a determination is 15 made under this section. If the determination affirms the carrier's 16 17 decision, the enrollee may be responsible for the cost of the continued health service. 18

(10) Each certified independent review organization must maintain written records and make them available upon request to the commissioner.

(11) A certified independent review organization may notify the office of the insurance commissioner if, based upon its review of disputes under this section, it finds a pattern of substandard or egregious conduct by a carrier.

26 (12)(a) The commissioner shall adopt rules to implement this 27 section after considering relevant standards adopted by national 28 managed care accreditation organizations and the national association 29 of insurance commissioners.

30 (b) This section is not intended to supplant any existing 31 authority of the office of the insurance commissioner under this 32 title to oversee and enforce carrier compliance with applicable 33 statutes and rules.

34 <u>NEW SECTION.</u> Sec. 5. A new section is added to chapter 48.43 35 RCW to read as follows:

36 The commissioner is authorized to enforce provisions of P.L. 37 116-260 (enacted December 27, 2020, as the consolidated 38 appropriations act of 2021) and implementing federal regulations in 39 effect on the effective date of this section, that are applicable to

or regulate the conduct of carriers issuing health plans or grandfathered health plans to residents of Washington state on or after January 1, 2022. In addition to the enforcement actions authorized under RCW 48.02.080, the commissioner may impose a civil monetary penalty in an amount not to exceed \$100 for each day for each individual with respect to which a failure to comply with these provisions occurs.

8 **Sec. 6.** RCW 48.49.003 and 2019 c 427 s 1 are each amended to 9 read as follows:

10 (1) The legislature finds that:

(a) Consumers receive surprise bills or balance bills for services provided at ((out-of-network)) <u>nonparticipating</u> facilities or by ((out-of-network)) <u>nonparticipating</u> health care providers at in-network facilities;

(b) Consumers must not be placed in the middle of contractualdisputes between providers and health insurance carriers; and

17 (c) Facilities, providers, and health insurance carriers all 18 share responsibility to ensure consumers have transparent information 19 on network providers and benefit coverage, and the insurance 20 commissioner is responsible for ensuring that provider networks 21 include sufficient numbers and types of contracted providers to 22 reasonably ensure consumers have in-network access for covered 23 benefits.

24

(2) It is the intent of the legislature to:

(a) Ban balance billing of consumers enrolled in fully insured,
regulated insurance plans and plans offered to public employees under
chapter 41.05 RCW for the services described in RCW 48.49.020, and to
provide self-funded group health plans with an option to elect to be
subject to the provisions of <u>this</u> chapter ((427, Laws of 2019));

30 (b) Remove consumers from balance billing disputes and require 31 that ((out-of-network)) <u>nonparticipating</u> providers and carriers 32 negotiate ((out-of-network)) <u>nonparticipating provider</u> payments in 33 good faith under the terms of <u>this</u> chapter ((427, Laws of 2019)); 34 ((and))

35 (c) <u>Align Washington state law with the federal balance billing</u> 36 prohibitions and transparency protections in sections 2799A-1 et seq. 37 <u>of the public health services act (P.L. 116-260) and implementing</u> 38 federal regulations in effect on the effective date of this section, 1 while maintaining provisions of this chapter that provide greater

2 protection for consumers; and

3 <u>(d)</u> Provide an environment that encourages self-funded groups to 4 negotiate ((out-of-network)) payments in good faith with 5 <u>nonparticipating</u> providers and facilities in return for balance 6 billing protections.

7 Sec. 7. RCW 48.49.020 and 2019 c 427 s 6 are each amended to read as follows: 8 9 (1) ((An out-of-network)) A nonparticipating provider or facility may not balance bill an enrollee for the following health care 10 services as provided in section 2799A-1(b) of the public health 11 services act (42 U.S.C. Sec. 300gg-111(b)) and implementing federal 12 regulations in effect on the effective date of this section: 13 14 (a) Emergency services provided to an enrollee; ((or)) 15 (b) Nonemergency health care services ((provided to an enrollee 16 at an in-network hospital licensed under chapter 70.41 RCW or an innetwork ambulatory surgical facility licensed under chapter 70.230 17 RCW if the services: 18 (i) Involve surgical or ancillary services; and 19 20 (ii) Are provided by an out-of-network provider)) performed by nonparticipating providers at certain participating facilities; or 21 22 (c) Air ambulance services. 23 (2) Payment for services described in subsection (1) of this 24 section is subject to the provisions of ((RCW 48.49.030 and 25 48.49.040. 26 (3) (a) Except to the extent provided in (b) of this subsection, 27 the carrier must hold an enrollee harmless from balance billing when emergency services described in subsection (1) (a) of this section are 28 29 provided by an out-of-network hospital in a state that borders 30 Washington state. 31 (b) (i) Upon the effective date of federal legislation prohibiting balance billing when emergency services described in subsection 32 (1) (a) of this section are provided by a hospital, the carrier no 33 34 longer has a duty to hold enrollees harmless from balance billing under (a) of this subsection; or 35 (ii) Upon the effective date of an interstate compact with a 36 37 state bordering Washington state or enactment of legislation by a 38 state bordering Washington state prohibiting balance billing when

39 emergency services described in subsection (1) (a) of this section are

1 provided by a hospital located in that border state to a Washington state resident, the carrier no longer has a duty to hold enrollees 2 harmless from balance billing under (a) of this subsection for 3 services provided by a hospital in that border state. The 4 commissioner shall engage with border states on appropriate means to 5 6 prohibit balance billing by out-of-state hospitals of Washington 7 state residents)) sections 2799A-1 and 2799A-2 of the public health services act (42 U.S.C. Secs. 300gg-111 and 300gg-112) and 8 implementing federal regulations in effect on the effective date of 9 this section, except that: 10

11 <u>(a) Until January 1, 2023, or a later date determined by the</u> 12 <u>commissioner, section 9 of this act and RCW 48.49.040 apply to the</u> 13 <u>nonparticipating provider or facility payment standard and dispute</u> 14 <u>resolution process for services described in subsection (1) of this</u> 15 <u>section, other than air ambulance services;</u>

(b) A health care provider, health care facility, or air 16 17 ambulance service provider may not request or require a patient at any time, for any procedure, service, or supply, to sign or otherwise 18 execute by oral, written, or electronic means, any document that 19 20 would attempt to avoid, waive, or alter any provision of RCW 48.49.020 and 48.49.030 or sections 2799A-1 et seq. of the public 21 22 health services act (P.L. 116-260) and implementing federal regulations in effect on the effective date of this section; 23

24 (c) If the enrollee pays a nonparticipating provider, nonparticipating facility, or nonparticipating air ambulance service 25 26 provider an amount that exceeds the in-network cost-sharing amount 27 determined under sections 2799A-1 and 2799A-2 of the public health services act (42 U.S.C. Secs. 300gg-111 and 300gg-112) and 28 29 implementing federal regulations as in effect on the effective date 30 of this section, the provider or facility must refund any amount in excess of the in-network cost-sharing amount to the enrollee within 31 30 business days of receipt. Interest must be paid to the enrollee 32 for any unrefunded payments at a rate of 12 percent beginning on the 33 34 first calendar day after the 30 business days; and

35 <u>(d) Carriers must make available through electronic and other</u> 36 methods of communication generally used by a provider to verify 37 enrollee eligibility and benefits information regarding whether an 38 enrollee's health plan is subject to the requirements of this chapter 39 or section 2799A-1 et seq. of the public health services act (42

1 <u>U.S.C. Sec. 300gg-111 et seq.</u>) and implementing federal regulations
2 in effect on the effective date of this section.

3 (3) A behavioral health emergency services provider may not 4 balance bill an enrollee for emergency services provided to an 5 enrollee.

6 (4) Payment for emergency services provided by behavioral health
7 emergency services providers under subsection (3) of this section is
8 subject to RCW 48.49.030, section 9 of this act, and RCW 48.49.040.

9 (((4))) <u>(5)</u> This section applies to health care providers ((or)), 10 facilities, or behavioral health emergency services providers 11 providing services to members of entities administering a self-funded 12 group health plan and its plan members only if the entity has elected 13 to participate in this section and RCW 48.49.030, section 9 of this 14 <u>act</u>, and <u>RCW</u> 48.49.040 as provided in RCW 48.49.130.

15 Sec. 8. RCW 48.49.030 and 2019 c 427 s 7 are each amended to 16 read as follows:

(1) If an enrollee receives emergency ((or nonemergency health care)) services from a behavioral health emergency services provider under the circumstances described in RCW 48.49.020(3):

20 (a) The enrollee satisfies his or her obligation to pay for the 21 health care services if he or she pays the in-network cost-sharing 22 amount specified in the enrollee's or applicable group's health plan contract. The enrollee's obligation must be determined using the 23 24 ((carrier's median in-network contracted rate for the same or similar 25 service in the same or similar geographical area)) methodology for calculating the qualifying payment amount as described in 45 C.F.R. 26 27 Sec. 149.140 as in effect on the effective date of this section. The carrier must provide an explanation of benefits to the enrollee and 28 29 the ((out-of-network)) nonparticipating provider that reflects the 30 cost-sharing amount determined under this subsection.

(b) The carrier, ((out-of-network provider, or out-of-network facility)) nonparticipating behavioral health emergency services provider, and an agent, trustee, or assignee of the carrier((, outof-network provider,)) or ((out-of-network facility)) nonparticipating behavioral health emergency services provider must ensure that the enrollee incurs no greater cost than the amount determined under (a) of this subsection.

38 (c) The ((out-of-network provider or out-of-network facility_r)) 39 <u>nonparticipating behavioral health emergency services provider</u> and an agent, trustee, or assignee of the ((out-of-network provider or outof-network facility)) nonparticipating behavioral health emergency services provider may not balance bill or otherwise attempt to collect from the enrollee any amount greater than the amount determined under (a) of this subsection. This does not impact the <u>behavioral health emergency services</u> provider's ability to collect a past due balance for that cost-sharing amount with interest.

(d) The carrier must treat any cost-sharing amounts determined 8 under (a) of this subsection paid by the enrollee for ((an out-of-9 10 network provider or facility's)) a nonparticipating behavioral health emergency services provider's services in the same manner as cost-11 sharing for health care services provided by an in-network ((provider 12 or facility)) behavioral health emergency services provider and must 13 apply any cost-sharing amounts paid by the enrollee for such services 14 15 toward the enrollee's maximum out-of-pocket payment obligation.

16 (e) If the enrollee pays the ((out-of-network provider or out-of-17 network facility)) nonparticipating behavioral health emergency services provider an amount that exceeds the in-network cost-sharing 18 amount determined under (a) of this subsection, the ((provider or 19 facility)) behavioral health emergency services provider must refund 20 any amount in excess of the in-network cost-sharing amount to the 21 enrollee within thirty business days of receipt. Interest must be 22 23 paid to the enrollee for any unrefunded payments at a rate of twelve 24 percent beginning on the first calendar day after the thirty business 25 days.

26 (2) ((The allowed amount paid to an out-of-network provider for health care services described under RCW 48.49.020 shall be a 27 28 commercially reasonable amount, based on payments for the same or 29 similar services provided in a similar geographic area. Within thirty 30 calendar days of receipt of a claim from an out-of-network provider 31 or facility, the carrier shall offer to pay the provider or facility 32 a commercially reasonable amount. If the out-of-network provider or facility wants to dispute the carrier's payment, the provider or 33 facility must notify the carrier no later than thirty calendar days 34 after receipt of payment or payment notification from the carrier. If 35 the out-of-network provider or facility disputes the carrier's 36 initial offer, the carrier and provider or facility have thirty 37 calendar days from the initial offer to negotiate in good faith. If 38 39 the carrier and the out-of-network provider or facility do not agree 40 to a commercially reasonable payment amount within thirty calendar 1 days, and the carrier, out-of-network provider or out-of-network 2 facility chooses to pursue further action to resolve the dispute, the 3 dispute shall be resolved through arbitration, as provided in RCW 4 48.49.040.

5 (3) The carrier must make payments for health care services 6 described in RCW 48.49.020 provided by out-of-network providers or 7 facilities directly to the provider or facility, rather than the 8 enrollee.

9 (4) Carriers must make available through electronic and other 10 methods of communication generally used by a provider to verify 11 enrollee eligibility and benefits information regarding whether an 12 enrollee's health plan is subject to the requirements of chapter 427, 13 Laws of 2019.

14 (5) A health care provider, hospital, or ambulatory surgical 15 facility may not require a patient at any time, for any procedure, 16 service, or supply, to sign or execute by electronic means, any 17 document that would attempt to avoid, waive, or alter any provision 18 of this section.

19 (6)) This section shall only apply to health care providers 20 ((or)), facilities, or behavioral health emergency services providers 21 providing services to members of entities administering a self-funded 22 group health plan and its plan members if the entity has elected to 23 participate in <u>this section and</u> RCW 48.49.020 ((through)), section 9 24 <u>of this act</u>, and RCW 48.49.040 as provided in RCW 48.49.130.

25 <u>NEW SECTION.</u> Sec. 9. A new section is added to chapter 48.49
26 RCW to read as follows:

27 (1) (a) Until January 1, 2023, or a later date determined by the commissioner under RCW 48.49.040, the allowed amount paid to a 28 nonparticipating provider for health care services described under 29 30 RCW 48.49.020(1) other than air ambulance services shall be a 31 commercially reasonable amount, based on payments for the same or similar services provided in a similar geographic area. Within 30 32 calendar days of receipt of a claim from a nonparticipating provider 33 or facility, the carrier shall offer to pay the provider or facility 34 a commercially reasonable amount. If the nonparticipating provider or 35 facility wants to dispute the carrier's payment, the provider or 36 facility must notify the carrier no later than 30 calendar days after 37 38 receipt of payment or payment notification from the carrier. If the nonparticipating provider or facility disputes the carrier's initial 39

offer, the carrier and provider or facility have 30 calendar days from the initial offer to negotiate in good faith. If the carrier and the nonparticipating provider or facility do not agree to a commercially reasonable payment amount within 30 calendar days, and the carrier or nonparticipating provider or facility chooses to pursue further action to resolve the dispute, the dispute shall be resolved as provided in RCW 48.49.040.

8 (b) The carrier must make payments for health care services 9 described in RCW 48.49.020(1) provided by nonparticipating providers 10 or facilities directly to the provider or facility, rather than the 11 enrollee.

12 (2) (a) The allowed amount paid to a nonparticipating behavioral health emergency services provider for behavioral health emergency 13 services shall be a commercially reasonable amount, based on payments 14 for the same or similar services provided in a similar geographic 15 16 area. Within 30 calendar days of receipt of a claim from a 17 nonparticipating behavioral health emergency services provider, the carrier shall offer to pay the behavioral health emergency services 18 19 provider a commercially reasonable amount. If the nonparticipating behavioral health emergency services provider wants to dispute the 20 21 carrier's payment, the behavioral health emergency services provider must notify the carrier no later than 30 calendar days after receipt 22 of payment or payment notification from the carrier. 23 Ιf the nonparticipating behavioral health emergency services provider 24 25 disputes the carrier's initial offer, the carrier and behavioral 26 health emergency services provider have 30 calendar days from the initial offer to negotiate in good faith. If the carrier and the 27 28 nonparticipating behavioral health emergency services provider do not agree to a commercially reasonable payment amount within 30 calendar 29 days, and the carrier or nonparticipating behavioral health emergency 30 31 services provider chooses to pursue further action to resolve the dispute, the dispute shall be resolved as provided in RCW 48.49.040. 32

33 (b) The carrier must make payments for behavioral health 34 emergency services provided by nonparticipating behavioral health 35 emergency services providers directly to the provider, rather than 36 the enrollee.

(3) This section shall only apply to health care providers, facilities, or behavioral health emergency services providers providing services to members of entities administering a self-funded group health plan and its plan members if the entity has elected to

1 participate in RCW 48.49.020, 48.49.030, and 48.49.040, and this
2 section as provided in RCW 48.49.130.

3 <u>NEW SECTION.</u> Sec. 10. A new section is added to chapter 48.49
4 RCW to read as follows:

5 (1) Carriers must make available through electronic and other 6 methods of communication generally used by a provider or facility to 7 verify enrollee eligibility and benefits information regarding 8 whether an enrollee's health plan is subject to the requirements of 9 this chapter or section 2799A-1 et seq. of the public health services 10 act (42 U.S.C. Sec. 300gg-111 et seq.) and implementing federal 11 regulations in effect on the effective date of this section.

(2) A health care provider, health care facility, behavioral 12 health emergency services provider, or air ambulance service provider 13 may not request or require a patient at any time, for any procedure, 14 15 service, or supply, to sign or otherwise execute by oral, written, or 16 electronic means, any document that would attempt to avoid, waive, or alter any provision of RCW 48.49.020 and 48.49.030 or sections 17 18 2799A-1 et seq. of the public health services act (P.L. 116-260) and implementing federal regulations in effect on the effective date of 19 20 this section.

(3) This section shall only apply to health care providers, facilities, or behavioral health emergency services providers providing services to members of entities administering a self-funded group health plan and its plan members if the entity has elected to participate in RCW 48.49.020, 48.49.030, section 9 of this act, and RCW 48.49.040 as provided in RCW 48.49.130.

27 Sec. 11. RCW 48.49.040 and 2019 c 427 s 8 are each amended to 28 read as follows:

29 (1) Effective January 1, 2023, or a later date determined by the 30 commissioner, services described in RCW 48.49.020(1) other than air ambulance services are subject to the independent dispute resolution 31 32 process established in sections 2799A-1 and 2799A-2 of the public health services act (42 U.S.C. Secs. 300gg-111 and 300gg-112) and 33 implementing federal regulations in effect on January 1, 2023, or a 34 later date determined by the commissioner. Until January 1, 2023, or 35 a later date determined by the commissioner, the arbitration process 36 37 in this section governs the dispute resolution process for those 38 services.

1 (2) Effective January 1, 2023, or a later date determined by the commissioner, services described in RCW 48.49.020(3) are subject to 2 the independent dispute resolution process established in section 3 2799A-1 and 2799A-2 of the public health services act (42 U.S.C. 4 Secs. 300gg-111 and 300gg-112) and implementing federal regulations 5 6 in effect on January 1, 2023, or a later date determined by the 7 commissioner. Until January 1, 2023, or a later date determined by the commissioner or if the federal independent dispute resolution 8 process is not available to the state for resolution of these 9 10 disputes, the arbitration process in this section governs the dispute 11 resolution process for those services.

12 (3) (a) Notwithstanding RCW 48.43.055 and 48.18.200, if good faith 13 negotiation, as described in RCW 48.49.030, does not result in resolution of the dispute, and the carrier((, out-of-network 14 15 provider)) or ((out-of-network facility)) nonparticipating provider, facility, or behavioral health emergency services provider chooses to 16 17 pursue further action to resolve the dispute, the carrier((, out-ofnetwork provider,)) or ((out-of-network facility)) nonparticipating 18 19 provider, facility, or behavioral health emergency services provider shall initiate arbitration to determine a commercially reasonable 20 21 payment amount. To initiate arbitration, the carrier $((\frac{1}{r}, \frac{1}{r}, \frac{1}{r}))$ or ((facility)) nonparticipating provider, facility, or behavioral 22 23 health emergency services provider must provide written notification 24 to the commissioner and the noninitiating party no later than ten 25 calendar days following completion of the period of good faith RCW 48.49.030. The notification to 26 negotiation under the 27 noninitiating party must state the initiating party's final offer. No 28 than thirty calendar days following receipt of later the notification, the noninitiating party must provide its final offer to 29 30 initiating party. The parties may reach an agreement on the 31 reimbursement during this time and before the arbitration proceeding.

32 (b) Notwithstanding (a) of this subsection (3), where a dispute resolution matter initiated under sections 2799A-1 and 2799A-2 of the 33 34 public health services act (42 U.S.C. Secs. 300gg-111 and 300gg-112) 35 and implementing federal regulations in effect on the effective date of this section, results in a determination by a certified 36 independent dispute resolution entity that such process does not 37 apply to the dispute or to portions thereof, a carrier, provider, 38 facility, or behavioral health emergency services provider may 39 40 initiate arbitration described in this section for such dispute:

(i) Without completing good faith negotiation under section 9 of this act if the open negotiation period required under sections 2799A-1 and 2799A-2 of the public health services act (42 U.S.C. Secs. 300gg-111 and 300gg-112) and implementing federal regulations in effect on the effective date of this section, has been completed; and

7 <u>(ii) By providing written notification to the commissioner and</u> 8 <u>the noninitiating party no later than 10 calendar days following the</u> 9 <u>date notice is received by the parties from the certified independent</u> 10 <u>dispute resolution entity that the federal independent dispute</u> 11 <u>resolution process is not applicable to the dispute.</u>

12 <u>(4)</u> Multiple claims may be addressed in a single arbitration 13 proceeding if the claims at issue:

14 (((i))) <u>(a)</u> Involve identical carrier and provider ((or 15 facility)), provider group, facility, or behavioral health emergency 16 <u>services provider</u> parties;

17 (((ii))) (b) Involve claims with the same ((or related current 18 procedural terminology codes relevant to a particular procedure)) 19 procedural code, or a comparable code under a different procedural 20 code system; and

21 ((((iii))) (c) Occur within ((a)) the same 30 business day period 22 ((of two months of one another)).

 $((\frac{2}{2}))$ <u>(5)</u> Within seven calendar days of receipt of notification 23 from the initiating party, the commissioner must provide the parties 24 25 with a list of approved arbitrators or entities that provide arbitration. The arbitrators on the list must be trained by the 26 27 American arbitration association or the American health lawyers 28 association and ((should)) must have experience in matters related to 29 medical or health care services. The parties may agree on an arbitrator from the list provided by the commissioner. If the parties 30 31 do not agree on an arbitrator, they must notify the commissioner who 32 must provide them with the names of five arbitrators from the list. Each party may veto two of the five named arbitrators. If one 33 arbitrator remains, that person is the chosen arbitrator. If more 34 than one arbitrator remains, the commissioner must choose the 35 arbitrator from the remaining arbitrators. The parties and the 36 commissioner must complete this selection process within twenty 37 calendar days of receipt of the original list from the commissioner. 38

39 (((3)(a))) <u>(6)</u> Each party must make written submissions to the 40 arbitrator in support of its position no later than thirty calendar

days after the final selection of the arbitrator. ((The initiating)) 1 Each party must include in ((its)) their written submission the 2 evidence and methodology for asserting that the amount proposed to be 3 paid is or is not commercially reasonable. A party that fails to make 4 timely written submissions under this section without good cause 5 6 shown shall be considered to be in default and the arbitrator shall require the party in default to pay the final offer amount submitted 7 by the party not in default and may require the party in default to 8 pay expenses incurred to date in the course of arbitration, including 9 the arbitrator's expenses and fees and the reasonable attorneys' fees 10 11 of the party not in default.

12 (7) If the parties agree on an out-of-network rate for the services at issue after providing the arbitration initiation notice 13 to the commissioner but before the arbitrator has made their 14 decision, the amount agreed to by the parties for the service will be 15 treated as the out-of-network rate for the service. The initiating 16 17 party must send a notification to the commissioner and to the arbitrator, as soon as possible, but no later than three business 18 days after the date of the agreement. The notification must include 19 the out-of-network rate for the service and signatures from 20 21 authorized signatories for both parties.

(8) (a) No later than thirty calendar days after the receipt of 22 23 the parties' written submissions, the arbitrator must: Issue a written decision requiring payment of the final offer amount of 24 25 either the initiating party or the noninitiating party; notify the 26 parties of its decision; and provide the decision and the information described in RCW 48.49.050 regarding the 27 decision to the 28 commissioner. The arbitrator's decision must include an explanation of the elements of the parties' submissions the arbitrator relied 29 30 upon to make their decision and why those elements were relevant to 31 their decision.

32 (b) In reviewing the submissions of the parties and making a 33 decision related to whether payment should be made at the final offer 34 amount of the initiating party or the noninitiating party, the 35 arbitrator must consider the following factors:

36 (i) The evidence and methodology submitted by the parties to 37 assert that their final offer amount is reasonable; and

38 (ii) Patient characteristics and the circumstances and complexity 39 of the case, including time and place of service and whether the 40 service was delivered at a level I or level II trauma center or a

rural facility, that are not already reflected in the provider's
 billing code for the service.

3 (c) The arbitrator may not require extrinsic evidence of 4 authenticity for admitting data from the Washington state all-payer 5 claims database data set developed under RCW 43.371.100 into 6 evidence.

7 (d) The arbitrator may also consider other information that a 8 party believes is relevant to the factors included in (b) of this 9 subsection or other factors the arbitrator requests and information 10 provided by the parties that is relevant to such request, including 11 the Washington state all-payer claims database data set developed 12 under RCW 43.371.100.

(((-4))) (9) Expenses incurred in the course of arbitration, 13 including the arbitrator's expenses and fees, but not including 14 attorneys' fees, must be divided equally among the parties to the 15 16 arbitration. The commissioner may establish allowable arbitrator fee 17 ranges or an arbitrator fee schedule by rule. Arbitrator fees must be paid to the arbitrator by a party within 30 calendar days following 18 receipt of the arbitrator's decision by the party. The enrollee is 19 not liable for any of the costs of the arbitration and may not be 20 21 required to participate in the arbitration proceeding as a witness or 22 otherwise.

23 (((5))) <u>(10)</u> Within ((ten)) <u>10</u> business days of a party notifying the commissioner and the noninitiating party of intent to initiate 24 25 arbitration, both parties shall agree to and execute a nondisclosure 26 agreement. The nondisclosure agreement must not preclude the 27 arbitrator from submitting the arbitrator's decision to the 28 commissioner under subsection $\left(\left(\frac{3}{3}\right)\right)$ <u>(6)</u> of this section or impede 29 the commissioner's duty to prepare the annual report under RCW 30 48.49.050.

31 (((6))) <u>(11) The decision of the arbitrator is final and binding</u> 32 <u>on the parties to the arbitration and is not subject to judicial</u> 33 <u>review.</u>

34 <u>(12)</u> Chapter 7.04A RCW applies to arbitrations conducted under 35 this section, but in the event of a conflict between this section and 36 chapter 7.04A RCW, this section governs.

37 (((7))) <u>(13) Air ambulance services are subject to the</u> 38 <u>independent dispute resolution process established in sections</u> 39 <u>2799A-1 and 2799A-2 of the public health services act (42 U.S.C.</u> Secs. 300gg-111 and 300gg-112) and implementing federal regulations
in effect on the effective date of this section.

<u>(14)</u> This section applies to health care providers ((or)), facilities, or behavioral health emergency services providers providing services to members of entities administering a self-funded group health plan and its plan members only if the entity has elected to participate in RCW 48.49.020 and 48.49.030, section 9 of this act, and this section as provided in RCW 48.49.130.

9 (((8))) <u>(15)</u> An entity administering a self-funded group health 10 plan that has elected to participate in this section pursuant to RCW 11 48.49.130 shall comply with the provisions of this section.

12 Sec. 12. RCW 48.49.050 and 2019 c 427 s 9 are each amended to 13 read as follows:

(1) The commissioner must prepare an annual report summarizing 14 15 the dispute resolution information provided by arbitrators under RCW 16 48.49.040. The report must include summary information related to the 17 matters decided through arbitration, as well as the following 18 information for each dispute resolved through arbitration: The name of the carrier; the name of the health care provider; the health care 19 20 provider's employer or the business entity in which the provider has 21 an ownership interest; the health care facility where the services 22 were provided; and the type of health care services at issue.

(2) The commissioner must post the report on the office of the insurance commissioner's website and submit the report in compliance with RCW 43.01.036 to the appropriate committees of the legislature, annually by July 1st.

27

(3) This section expires January 1, ((2024)) <u>2023</u>.

28 Sec. 13. RCW 48.49.060 and 2019 c 427 s 10 are each amended to 29 read as follows:

30 (1) The commissioner, in consultation with health carriers, 31 health care providers, health care facilities, and consumers, must 32 develop standard template language for a notice of consumer rights 33 notifying consumers ((that:

34 (a) The prohibition against balance billing in this chapter is 35 applicable to health plans issued by carriers in Washington state and 36 self-funded group health plans that elect to participate in RCW 37 48.49.020 through 48.49.040 as provided in RCW 48.49.130; 1 (b) They cannot be balance billed for the health care services 2 described in RCW 48.49.020 and will receive the protections provided 3 by RCW 48.49.030; and

(c) They may be balance billed for health care services under 4 circumstances other than those described in RCW 48.49.020 or if they 5 6 are enrolled in a health plan to which chapter 427, Laws of 2019 does not apply, and steps they can take if they are balance billed)) of 7 their rights under this chapter, and sections 2799A-1 and 2799A-2 of 8 the public health services act (42 U.S.C. Secs. 300gg-111 and 9 300gg-112) and implementing federal regulations in effect on the 10 effective date of this section. 11

12 (2) The standard template language must include contact 13 information for the office of the insurance commissioner so that 14 consumers may contact the office of the insurance commissioner if 15 they believe they have received a balance bill in violation of this 16 chapter.

17 (3) The office of the insurance commissioner shall determine by 18 rule when and in what format health carriers, health care providers, 19 and health care facilities must provide consumers with the notice 20 developed under this section.

21 Sec. 14. RCW 48.49.070 and 2019 c 427 s 11 are each amended to 22 read as follows:

(1) (a) A hospital ((or)), ambulatory surgical facility, or
 <u>behavioral health emergency services provider</u> must post the following
 information on its website, if one is available:

(i) The listing of the carrier health plan provider networks with
which the hospital ((or)), ambulatory surgical facility, or
<u>behavioral health emergency services provider</u> is an in-network
provider, based upon the information provided by the carrier pursuant
to RCW 48.43.730(7); and

31

(ii) The notice of consumer rights developed under RCW 48.49.060.

32 (b) If the hospital ((or)), ambulatory surgical facility, or 33 <u>behavioral health emergency services provider</u> does not maintain a 34 website, this information must be provided to consumers upon an oral 35 or written request.

36 (2) Posting or otherwise providing the information required in 37 this section does not relieve a hospital ((or)), ambulatory surgical 38 facility, or behavioral health emergency services provider of its 39 obligation to comply with the provisions of this chapter.

1 (3) Not less than thirty days prior to executing a contract with a carrier, a hospital or ambulatory surgical facility must provide 2 the carrier with a list of the nonemployed providers or provider 3 groups contracted to provide ((surgical or ancillary)) emergency 4 medicine, anesthesiology, pathology, radiology, neonatology, surgery, 5 6 hospitalist, intensivist and diagnostic services, including radiology 7 and laboratory services at the hospital or ambulatory surgical facility. The hospital or ambulatory surgical facility must notify 8 the carrier within thirty days of a removal from or addition to the 9 nonemployed provider list. A hospital or ambulatory surgical facility 10 11 also must provide an updated list of these providers within fourteen 12 calendar days of a request for an updated list by a carrier.

Sec. 15. RCW 48.49.090 and 2019 c 427 s 13 are each amended to 13 read as follows: 14

15 (1) A carrier must update its website and provider directory no 16 later than thirty days after the addition or termination of a 17 facility or provider.

18

(2) A carrier must provide an enrollee with:

(a) A clear description of the health plan's out-of-network 19 20 health benefits; ((and))

(b) The notice of consumer rights developed under RCW 48.49.060; 21

22 (c) Notification that if the enrollee receives services from an out-of-network provider ((or)), facility, or behavioral health 23 24 emergency services provider, under circumstances other than those described in RCW 48.49.020, the enrollee will have the financial 25 responsibility applicable to services provided outside the health 26 plan's network in excess of applicable cost-sharing amounts and that 27 28 the enrollee may be responsible for any costs in excess of those allowed by the health plan; 29

(d) Information on how to use the carrier's member transparency 30 31 tools under RCW 48.43.007;

32 (e) Upon request, information regarding whether a health care provider is in-network or out-of-network, and whether there are in-33 network providers available to provide ((surgical or ancillary)) 34 35 emergency medicine, anesthesiology, pathology, radiology, neonatology, surgery, hospitalist, intensivist and diagnostic 36 services, including radiology and laboratory services at specified 37 38 in-network hospitals or ambulatory surgical facilities; and

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(f) Upon request, an estimated range of the out-of-pocket costs
 for an out-of-network benefit.

3 Sec. 16. RCW 48.49.100 and 2019 c 427 s 14 are each amended to 4 read as follows:

5 (1) If the commissioner has cause to believe that any health care provider, hospital, ((or)) ambulatory surgical facility, or 6 7 behavioral health emergency services provider, has engaged in a pattern of unresolved violations of RCW 48.49.020 or 48.49.030, the 8 commissioner may submit information to the department of health or 9 10 the appropriate disciplining authority for action. Prior to 11 submitting information to the department of health or the appropriate disciplining authority, the commissioner may provide the health care 12 13 provider, hospital, ((or)) ambulatory surgical facility, <u>or</u> behavioral health emergency services provider, with an opportunity to 14 15 cure the alleged violations or explain why the actions in question 16 did not violate RCW 48.49.020 or 48.49.030.

(2) If any health care provider, hospital, ((or)) ambulatory 17 18 surgical facility, or behavioral health emergency services provider, has engaged in a pattern of unresolved violations of RCW 48.49.020 or 19 20 48.49.030, the department of health or the appropriate disciplining 21 authority may levy a fine or cost recovery upon the health care 22 provider, hospital, ((or)) ambulatory surgical facility, or behavioral health emergency services provider in an amount not to 23 24 exceed the applicable statutory amount per violation and take other action as permitted under the authority of the department or 25 disciplining authority. Upon completion of its review of any 26 27 potential violation submitted by the commissioner or initiated directly by an enrollee, the department of health or the disciplining 28 authority shall notify the commissioner of the results of the review, 29 30 including whether the violation was substantiated and any enforcement 31 action taken as a result of a finding of a substantiated violation.

32 (3) If a carrier has engaged in a pattern of unresolved 33 violations of any provision of this chapter, the commissioner may 34 levy a fine or apply remedies authorized under <u>this chapter</u>, chapter 35 48.02 RCW, RCW 48.44.166, 48.46.135, or 48.05.185.

(4) For purposes of this section, "disciplining authority" means
 the agency, board, or commission having the authority to take
 disciplinary action against a holder of, or applicant for, a

1 professional or business license upon a finding of a violation of 2 chapter 18.130 RCW or a chapter specified under RCW 18.130.040.

3 Sec. 17. RCW 48.49.130 and 2019 c 427 s 23 are each amended to 4 read as follows:

5 ((The)) As authorized in 45 C.F.R. Sec. 149.30 as in effect on the effective date of this section, the provisions of this chapter 6 apply to a self-funded group health plan governed by the provisions 7 of the federal employee retirement income security act of 1974 (29 8 U.S.C. Sec. 1001 et seq.) only if the self-funded group health plan 9 10 elects to participate in the provisions of RCW 48.49.020 ((through)) and 48.49.030, section 9 of this act, and RCW 48.49.040. To elect to 11 participate in these provisions, the self-funded group health plan 12 shall provide notice, on an annual basis, to the commissioner in a 13 manner prescribed by the commissioner, attesting to the plan's 14 15 participation and agreeing to be bound by RCW 48.49.020 ((through)) 16 and 48.49.030, section 9 of this act, and RCW 48.49.040. An entity administering a self-funded health benefits plan that elects to 17 18 participate under this section, shall comply with the provisions of RCW 48.49.020 ((through)) and 48.49.030, section 9 of this act, and 19 20 <u>RCW</u> 48.49.040.

21 Sec. 18. RCW 48.49.150 and 2019 c 427 s 25 are each amended to 22 read as follows:

23 (1) When determining the adequacy of a proposed provider network 24 or the ongoing adequacy of an in-force provider network, the commissioner must consider whether the carrier's proposed provider 25 26 network or in-force provider network includes a sufficient number of contracted providers of ((emergency and surgical or ancillary)) 27 emergency medicine, anesthesiology, pathology, radiology, 28 neonatology, surgery, hospitalist, intensivist and diagnostic 29 30 services, including radiology and laboratory services at or for the 31 carrier's contracted in-network hospitals or ambulatory surgical 32 facilities to reasonably ensure enrollees have in-network access to covered benefits delivered at that facility. 33

34 (2) When determining the adequacy of a proposed provider network 35 or the ongoing adequacy of an in-force provider network, the carrier 36 may not treat its payment of nonparticipating providers or facilities 37 under this chapter or P.L. 116-260 (enacted December 27, 2020) as a 1 means to satisfy network access standards established by the

2 <u>commissioner</u>.

3 <u>NEW SECTION.</u> Sec. 19. A new section is added to chapter 48.49 4 RCW to read as follows:

5 The commissioner is authorized to enforce provisions of P.L. 116-260 (enacted December 27, 2020, as the consolidated 6 appropriations act of 2021) that are applicable to or regulate the 7 conduct of carriers issuing health plans or grandfathered health 8 plans to residents of Washington state on or after January 1, 2022. 9 10 In addition to the enforcement actions authorized under RCW 11 48.02.080, the commissioner may impose a civil monetary penalty in an amount not to exceed \$100 for each day for each individual with 12 13 respect to which a failure to comply with these provisions occurs.

14 Sec. 20. RCW 48.49.110 and 2019 c 427 s 15 are each amended to 15 read as follows:

16 <u>(1)</u> The commissioner may adopt rules to implement and administer 17 this chapter, including rules governing the dispute resolution 18 process established in RCW 48.49.040.

19 (2) The commissioner may adopt rules to adopt or incorporate by 20 reference without material change federal regulations adopted on or 21 after the effective date of this section that implement P.L. 116-260 22 (enacted December 27, 2020).

23 <u>NEW SECTION.</u> Sec. 21. A new section is added to chapter 48.49 24 RCW to read as follows:

(1) On or before October 1, 2023, the commissioner, 25 in collaboration with the health care authority and the department of 26 health, must submit recommendations to the appropriate policy and 27 28 fiscal committees of the legislature as to how balance billing for 29 ground ambulance services can be prevented and whether ground 30 ambulance services should be subject to the balance billing restrictions of this chapter. In developing the recommendations, the 31 commissioner must: 32

(a) Consider any recommendations made to congress by the advisory committee established in section 117 of P.L. 116-260 to review options to improve the disclosure of charges and fees for ground ambulance services, better inform consumers of insurance options for such services, and protect consumers from balance billing; and 1 (b) Consult with the department of health, the health care 2 authority, the state auditor, consumers, hospitals, carriers, private 3 ground ambulance service providers, fire districts, and local 4 governmental entities that operate ground ambulance services.

5 (2) For purposes of this section, "ground ambulance services" 6 means organizations licensed by the department of health that operate 7 one or more ground vehicles designed and used to transport the ill 8 and injured and to provide personnel, facilities, and equipment to 9 treat patients before and during transportation.

10 <u>NEW SECTION.</u> Sec. 22. A new section is added to chapter 71.24 11 RCW to read as follows:

If the insurance commissioner reports to the department that he 12 13 or she has cause to believe that a provider licensed under this chapter has engaged in a pattern of violations of RCW 48.49.020 or 14 15 48.49.030, and the report is substantiated after investigation, the 16 department may levy a fine upon the provider in an amount not to exceed \$1,000 per violation and take other formal or informal 17 18 disciplinary action as permitted under the authority of the 19 department.

20 <u>NEW SECTION.</u> Sec. 23. RCW 48.49.150 is recodified as a section 21 in chapter 48.49 RCW, to be codified before RCW 48.49.140.

22 <u>NEW SECTION.</u> Sec. 24. This act is necessary for the immediate 23 preservation of the public peace, health, or safety, or support of 24 the state government and its existing public institutions, and takes 25 effect immediately.

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