

HOUSE BILL NO. 555

INTRODUCED BY D. LENZ

ABILL FOR AN ACT ENTITLED: "AN ACT REVISING LAWS RELATED TO UTILIZATION REVIEW; REDUCING TIME PERIODS FOR UTILIZATION REVIEW DETERMINATIONS; REQUIRING THE STATE MEDICAID PROGRAM TO COMPLY WITH THE UTILIZATION REVIEW REQUIREMENTS; PROVIDING DEFINITIONS; AMENDING SECTIONS 33-32-101, 33-32-102, 33-32-211, 33-32-212, 33-32-215, AND 53-6-113, MCA; AND PROVIDING A DELAYED EFFECTIVE DATE."

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MONTANA:

Section 1. Section 33-32-101, MCA, is amended to read:

"33-32-101. Purpose. The legislature finds and declares that it is the purpose of this chapter to:

(1) promote the delivery of quality health care in a ~~cost-effective~~ manner that fairly balances cost-effective administration and timely, optimal patient care;

(2) foster greater coordination between health care providers, third-party payors, and others who conduct utilization review activities;

(3) ensure timely access to health care services;

(4) ensure the relationship between a health care provider and a patient is paramount and not subjected to unreasonable third-party intrusion, interference, or delay;

~~(4)~~(5) protect patients, employers, and health care providers by:

(a) ensuring that utilization review activities result in informed decisions on the appropriateness of medical care made by those best qualified to be involved in the utilization review process; and

(b) establishing the use of written clinical criteria for utilization review programs and reviews by appropriate health care providers to ensure a fair and transparent process for patients; and

~~(5)~~(6) establish written standards and clinical criteria for the structure and operation of utilization review and benefit determination processes designed to facilitate ongoing assessment and management of health care services; and

(7) clarify that utilization review programs may not hinder patient care or intrude upon the practice of medicine or services provided by other health care providers."



1

2 **Section 2.** Section 33-32-102, MCA, is amended to read:

3 **"33-32-102. Definitions.** As used in this chapter, the following definitions apply:

4 (1) "Adverse determination", except as provided in 33-32-402, means:

5 (a) a determination by a health insurance issuer or its designated utilization review organization that,
6 based on the provided information and after application of any utilization review technique, a requested benefit
7 under the health insurance issuer's health plan is denied, reduced, or terminated or that payment is not made in
8 whole or in part for the requested benefit because the requested benefit does not meet the health insurance
9 issuer's requirement for medical necessity; and appropriateness, ~~health care setting, level of care, or level of~~
10 ~~effectiveness~~ or is determined to be experimental or investigational;

11 (b) a denial, reduction, termination, or failure to provide or make payment in whole or in part for a
12 requested benefit based on a determination by a health insurance issuer or its designated utilization review
13 organization of a person's eligibility to participate in the health insurance issuer's health plan;

14 (c) any prospective review or retrospective review of a benefit determination that denies, reduces, or
15 terminates or fails to provide or make payment in whole or in part for a benefit; or

16 (d) a rescission of coverage determination.

17 (2) "Ambulatory review" means a utilization review of health care services performed or provided in an
18 outpatient setting.

19 (3) "Authorized representative" means:

20 (a) a person to whom a covered person has given express written consent to represent the covered
21 person;

22 (b) a person authorized by law to provided substituted consent for a covered person; or

23 (c) a family member of the covered person or the covered person's treating health care provider only if
24 the covered person is unable to provide consent.

25 (4) "Case management" means a coordinated set of activities conducted for individual patient
26 management of serious, complicated, protracted, or otherwise complex health conditions.

27 (5) "Certification" means a determination by a health insurance issuer or its designated utilization review
28 organization that:

29 (a) an admission, availability of care, continued stay, or other health care service has been reviewed and,
30 based on the information provided, satisfies the health insurance issuer's requirements for medical necessity;

1 ~~and appropriateness, health care setting, level of care, and level of effectiveness; and~~

2 (b) payment will be made for the admission, availability of care, continued stay, or other health care
3 service.

4 (6) "Clinical peer" means a physician or other health care provider who:

5 (a) holds a nonrestricted license in a state of the United States; and

6 (b) is trained or works in the same or a similar specialty to the specialty that typically manages the
7 medical condition, procedure, or treatment under review.

8 (7) "Clinical review criteria" means the written policies, written screening procedures, drug formularies
9 or lists of covered drugs, decision abstracts, determination rules, clinical and medical protocols, ~~and~~ practice
10 guidelines, or any other criteria or rationale used by a health insurance issuer or its designated utilization review
11 organization to determine the necessity and appropriateness of health care services.

12 (8) "Concurrent review" means a utilization review conducted during a patient's stay or course of
13 treatment in a facility, the office of a health care professional, or another inpatient or outpatient health care setting.

14 (9) "Cost sharing" means the share of costs that a covered member pays under the health insurance
15 issuer's health plan, including maximum out-of-pocket, deductibles, coinsurance, copayments, or similar charges,
16 but does not include premiums, balance billing amounts for out-of-network providers, or the cost of noncovered
17 services.

18 (10) "Covered benefits" or "benefits" means those health care services to which a covered person is
19 entitled under the terms of a health plan.

20 (11) "Covered person" means a policyholder, a certificate holder, a member, a subscriber, an enrollee,
21 or another individual participating in a health plan.

22 (12) "Discharge planning" means the formal process for determining, prior to discharge from a facility,
23 the coordination and management of the care that a patient receives after discharge from a facility.

24 (13) "Emergency medical condition" has the meaning provided in 33-36-103.

25 (14) "Emergency services" has the meaning provided in 33-36-103.

26 (15) "External review" describes the set of procedures provided for in Title 33, chapter 32, part 4.

27 (16) "Final adverse determination" means an adverse determination involving a covered benefit that has
28 been upheld by a health insurance issuer or its designated utilization review organization at the completion of the
29 health insurance issuer's internal grievance process as provided in Title 33, chapter 32, part 3.

30 (17) "Grievance" means a written complaint or an oral complaint if the complaint involves an urgent care

1 request submitted by or on behalf of a covered person regarding:

2 (a) availability, delivery, or quality of health care services, including a complaint regarding an adverse
3 determination made pursuant to utilization review;

4 (b) claims payment, handling, or reimbursement for health care services; or

5 (c) matters pertaining to the contractual relationship between a covered person and a health insurance
6 issuer.

7 (18) "Health care provider" or "provider" means a person, corporation, facility, or institution licensed by
8 the state to provide, or otherwise lawfully providing, health care services, including but not limited to:

9 (a) a physician, physician assistant, health care facility as defined in 50-5-101, osteopath, dentist, nurse,
10 optometrist, chiropractor, podiatrist, physical therapist, psychologist, licensed social worker, speech pathologist,
11 audiologist, licensed addiction counselor, or licensed professional counselor; and

12 (b) an officer, employee, or agent of a person described in subsection (18)(a) acting in the course and
13 scope of employment.

14 (19) "Health care services" means services for the diagnosis, prevention, treatment, cure, or relief of a
15 health condition, illness, injury, or disease, including the provision of pharmaceutical products or services or
16 durable medical equipment.

17 (20) "Health insurance issuer" has the meaning provided in 33-22-140.

18 (21) "Medical necessity" means health care services that a prudent health care provider would provide
19 to a patient for the purpose of preventing, diagnosing, treating, curing, or relieving a health condition, illness,
20 injury, or disease or its symptoms in a manner that:

21 (a) is in accordance with generally accepted standards of practice;

22 (b) is clinically appropriate in terms of type, frequency, extent, site, and duration; and

23 (c) is not primarily for the economic benefit of the health insurance issuer and purchasers or for the
24 convenience of the patient or health care provider.

25 ~~(21)~~(22) "Network" means the group of participating providers providing services to a managed care plan.

26 ~~(22)~~(23) "Participating provider" means a health care provider who, under a contract with a health
27 insurance issuer or with its contractor or subcontractor, has agreed to provide health care services to covered
28 persons with the expectation of receiving payment, other than coinsurance, copayments, or deductibles, directly
29 or indirectly from the health insurance issuer.

30 ~~(23)~~(24) "Person" means an individual, a corporation, a partnership, an association, a joint venture, a joint

1 stock company, a trust, an unincorporated organization, or any similar entity or combination of entities in this
2 subsection.

3 ~~(24)~~(25) "Prospective review" means a utilization review conducted prior to an admission or a course of
4 treatment.

5 ~~(25)~~(26) (a) "Rescission" means a cancellation or the discontinuance of coverage under a health plan
6 that has a retroactive effect.

7 (b) The term does not include a cancellation or discontinuance under a health plan if the cancellation
8 or discontinuance of coverage:

9 (i) has only a prospective effect; or

10 (ii) is effective retroactively to the extent that the cancellation or discontinuance is attributable to a failure
11 to timely pay required premiums or contributions toward the cost of coverage.

12 ~~(26)~~(27) (a) "Retrospective review" means a review of medical necessity conducted after services have
13 been provided to a covered person.

14 (b) The term does not include the review of a claim that is limited to an evaluation of reimbursement
15 levels, veracity of documentation, accuracy of coding, or adjudication for payment.

16 ~~(27)~~(28) "Second opinion" means an opportunity or requirement to obtain a clinical evaluation by a health
17 care provider other than the one originally making a recommendation for a proposed health care service to
18 assess the clinical necessity and appropriateness of the initial proposed health care service.

19 ~~(28)~~(29) "Stabilize" means, with respect to an emergency condition, to ensure that no material
20 deterioration of the condition is, within a reasonable medical probability, likely to result from or occur during the
21 transfer of the individual from a facility.

22 ~~(29)~~(30) (a) "Urgent care request" means a request for a health care service or course of treatment with
23 respect to which the time periods for making a nonurgent care request determination could:

24 (i) seriously jeopardize the life or health of the covered person or the ability of the covered person to
25 regain maximum function; or

26 (ii) subject the covered person, in the opinion of a health care provider with knowledge of the covered
27 person's medical condition, to severe pain that cannot be adequately managed without the health care service
28 or treatment that is the subject of the request.

29 (b) Except as provided in subsection ~~(29)(e)~~ (30)(c), in determining whether a request is to be treated
30 as an urgent care request, an individual acting on behalf of the health insurance issuer shall apply the judgment

1 of a prudent lay person who possesses an average knowledge of health and medicine.

2 (c) Any request that a health care provider with knowledge of the covered person's medical condition
3 determines is an urgent care request within the meaning of subsection ~~(29)(a)~~ (30)(a) must be treated as an
4 urgent care request.

5 ~~(30)~~(31) "Utilization review" means a set of formal techniques designed to monitor the use of or to
6 evaluate the clinical necessity, appropriateness, efficacy, or efficiency of health care services, procedures, or
7 settings. Techniques may include ambulatory review, prospective review, second opinions, certification,
8 concurrent review, case management, discharge planning, or retrospective review.

9 ~~(34)~~(32) "Utilization review organization" means an entity, including a health insurance issuer providing
10 review for its own health plans, that conducts utilization review, other than a health insurance issuer performing
11 a review ~~for its own health plans~~ for one or more of the following:

12 (a) an employer with employees who are covered under a health benefit plan or health insurance policy;

13 (b) a health insurance issuer;

14 (c) a preferred provider organization or health maintenance organization;

15 (d) a state government agency that provides a health benefit plan, including the medical assistance
16 program provided for in Title 53, chapter 6; and

17 (e) any other individual or entity that provides, offers to provide, or administers hospital, outpatient,
18 medical, or other health benefits to a person treated by a health care provider under a policy, plan, or contract."

19

20 **Section 3.** Section 33-32-211, MCA, is amended to read:

21 **"33-32-211. Procedures for standard utilization review and benefit determinations -- notices.**(1)

22 A health insurance issuer shall establish ~~written procedures, as provided in this section,~~ clinical review criteria
23 for conducting standard utilization reviews and making benefit determinations on requests for benefits submitted
24 to the health insurance issuer by covered persons or their authorized representatives. The written procedures
25 must also include provisions for notifying covered persons or, if applicable, their authorized representatives of
26 the health insurance issuer's determinations with respect to these requests within the timeframes specified in this
27 section.

28 (2) (a) Subject to subsection (2)(c), for prospective review determinations, a health insurance issuer shall
29 make the determination and notify the covered person or, if applicable, the covered person's authorized
30 representative of the determination, whether the health insurance issuer certifies the provision of the benefit or

1 not, within a reasonable period of time appropriate to the covered person's medical condition. The notification
2 must be made not later than ~~45~~ 3 days after the date the health insurance issuer receives the request.

3 (b) If the determination is an adverse determination, the health insurance issuer shall provide notification
4 of the adverse determination in writing in accordance with subsection (8).

5 (c) The time period for making a determination and notifying the covered person or, if applicable, the
6 covered person's authorized representative of the determination pursuant to subsection (2)(a) may be extended
7 one time by the health insurance issuer for up to ~~45~~ 3 days if the health insurance issuer:

8 (i) determines that an extension is necessary due to matters beyond the health insurance issuer's
9 control; and

10 (ii) notifies the covered person or, if applicable, the covered person's authorized representative, prior to
11 the expiration of the initial ~~45-day~~ 3-day period, of the circumstances requiring the extension of time and of the
12 date by which the health insurance issuer expects to make a determination.

13 (d) If the extension under subsection (2)(c) is necessary because of the failure of the covered person
14 or, if applicable, the covered person's authorized representative to submit information necessary to reach a
15 determination on the request, the notice of extension must:

16 (i) describe specifically the required information necessary to complete the request; and

17 (ii) give the covered person or, if applicable, the covered person's authorized representative at least 45
18 days after the date of receipt of the notice to provide the specified information.

19 (3) (a) If the health insurance issuer receives from a covered person or, if applicable, the covered
20 person's authorized representative a prospective review request that fails to meet the health insurance issuer's
21 filing procedures, the health insurance issuer shall notify the covered person or, if applicable, the covered
22 person's authorized representative of this failure and provide in the notice any information regarding the proper
23 procedures to be followed for filing a request.

24 (b) The notice required under subsection (3)(a) must be provided in writing as soon as possible but not
25 later than ~~5 days~~ 1 day after the date of the failure. ~~The health insurance issuer may provide the notice orally or,~~
26 ~~if requested by the covered person or the covered person's authorized representative, in writing or electronically.~~

27 (c) To qualify for the provisions of this subsection (3) related to a failed filing procedure, the
28 communication must:

29 (i) have been sent by a covered person or, if applicable, the covered person's authorized representative
30 and received by a person or an organizational unit of the health insurance issuer responsible for handling benefit

1 matters; and

2 (ii) refer to a specific covered person, a specific medical condition or symptom, and a specific health care
3 service, treatment, or health care provider for which certification is being requested.

4 (4) For concurrent review determinations, if a health insurance issuer has certified an ongoing course
5 of treatment to be provided over a period of time or a specified number of treatments:

6 (a) any reduction or termination by the health insurance issuer during the course of treatment before the
7 end of the period or the specified number of treatments, other than by health plan amendment or termination of
8 the health plan, constitutes an adverse determination; and

9 (b) the health insurance issuer shall notify the covered person or, if applicable, the covered person's
10 authorized representative of the adverse determination in accordance with subsection (8) at a time sufficiently
11 in advance of the reduction or termination to allow the covered person or, if applicable, the covered person's
12 authorized representative to:

13 (i) file a grievance requesting a review of the adverse determination pursuant to Title 33, chapter 32,
14 parts 3 and 4; and

15 (ii) obtain a determination with respect to the review of the adverse determination before the benefit is
16 reduced or terminated.

17 (5) The health care service or treatment that is the subject of the adverse determination must be
18 continued without liability to the covered person pending a determination under the internal review request made
19 pursuant to Title 33, chapter 32, part 3.

20 (6) (a) For retrospective review determinations, a health insurance issuer shall make the determination
21 no later than 30 days after the date of receiving the benefit request.

22 (b) If the determination is an adverse determination, the health insurance issuer shall provide notice of
23 the adverse determination to the covered person or, if applicable, the covered person's authorized representative
24 in accordance with subsection (8).

25 (c) The time period for making a determination and notifying the covered person or, if applicable, the
26 covered person's authorized representative of the determination pursuant to subsection (6)(a) may be extended
27 one time by the health insurance issuer for up to 15 days if the health insurance issuer:

28 (i) determines that an extension is necessary due to matters beyond the health insurance issuer's
29 control; and

30 (ii) notifies the covered person or, if applicable, the covered person's authorized representative, prior to

1 the expiration of the initial 30-day period, of the circumstances requiring the extension of time and of the date by
2 which the health insurance issuer expects to make a determination.

3 (d) If the extension under subsection (6)(c) is necessary because of the failure of the covered person
4 or, if applicable, the covered person's authorized representative to submit information necessary to reach a
5 determination on the request, the notice of extension must:

6 (i) describe specifically the information required to complete the request; and

7 (ii) give the covered person or, if applicable, the covered person's authorized representative at least 45
8 days after the date of receipt of the notice to provide the specified information.

9 (7) (a) For purposes of this section, the period within which a determination must be made begins on
10 the date the request is received by the health insurance issuer in accordance with the health insurance issuer's
11 procedures, established pursuant to 33-32-207, for filing a request. The date the request is received by the health
12 insurance issuer must be counted without regard to whether all of the information necessary to make the
13 determination accompanies the filing of the request.

14 (b) If the period for making the determination under this section is extended due to the failure of the
15 covered person or, if applicable, the covered person's authorized representative to submit the information
16 necessary to make the determination, the period for making the determination is counted from the date on which
17 the health insurance issuer sends the notification of the extension to the covered person or, if applicable, the
18 covered person's authorized representative until the earlier of:

19 (i) the date on which the covered person or, if applicable, the covered person's authorized representative
20 responds to the request for additional information; or

21 (ii) the date on which the specified information was to have been submitted.

22 (c) If the covered person or, if applicable, the covered person's authorized representative fails to submit
23 the information before the end of the extension period, as specified in this section, the health insurance issuer
24 may deny the certification of the requested benefit.

25 (8) A notification of an adverse determination under this section must, in a manner calculated to be
26 understood by the covered person or, if applicable, the covered person's authorized representative, set forth:

27 (a) information sufficient to identify the benefit request or claim involved and, if applicable, the date of
28 service, the health care provider, and the claim amount;

29 (b) a statement describing the availability, upon request, of the diagnosis code and its corresponding
30 meaning and the treatment code and its corresponding meaning. On receiving a request for a diagnosis or

1 treatment code, the health insurance issuer shall provide the information to the covered person or, if applicable,
2 the covered person's authorized representative as soon as practicable. A health insurance issuer may not
3 consider a request for the diagnosis code and treatment information, in itself, to be a request to file a grievance
4 for review of an adverse determination pursuant to Title 33, chapter 32, part 3, or a request for external review
5 as outlined in Title 33, chapter 32, part 4.

6 (c) the specific rationale behind the adverse determination, including the denial code and its
7 corresponding meaning, as well as a description of the health insurance issuer's standard, if any, that was used
8 in denying the benefit request or claim;

9 (d) a reference to the specific plan provision on which the determination is based;

10 (e) a description of any additional material or information necessary for the covered person or, if
11 applicable, the covered person's authorized representative to complete the benefit request, including an
12 explanation of why the material or information is necessary to complete the request;

13 (f) a description of the health insurance issuer's grievance procedures established pursuant to Title 33,
14 chapter 32, part 3, including any time limits applicable to those procedures;

15 (g) a copy of any internal rule, guideline, protocol, or other similar criteria that the health insurance issuer
16 may have relied on to make the adverse determination. Alternatively, the health insurance issuer may provide
17 a statement that a specific rule, guideline, protocol, or other similar criteria was relied on to make the adverse
18 determination and that a copy of the rule, guideline, protocol, or other similar criteria will be provided free of
19 charge to the covered person on request.

20 (h) an explanation of the scientific or clinical judgment for making the adverse determination if the
21 adverse determination is based on a medical necessity or experimental or investigational treatment or similar
22 exclusion or limit. Alternatively, the health insurance issuer may provide a statement that an explanation will be
23 provided to the covered person free of charge on request. The explanation under this subsection (8)(h) must
24 apply the terms of the health plan to the covered person's medical circumstances.

25 (i) a statement explaining the availability of further assistance from the commissioner's office and the
26 right of the covered person or, if applicable, the covered person's authorized representative to contact the
27 commissioner's office at any time for assistance or, on completion of the health insurance issuer's grievance
28 procedure and the external review process as provided under Title 33, chapter 32, parts 3 and 4, to file a civil suit
29 in a court of competent jurisdiction. The statement must include contact information for the commissioner's office.

30 (9) (a) A health insurance issuer shall provide the notice required under this section in a culturally and

1 linguistically appropriate manner as required in accordance with federal regulations, including 45 CFR 147.136(e),
2 and rules adopted pursuant to Title 33, chapter 32, part 3.

3 (b) To satisfy the provisions of subsection (9)(a), the health insurance issuer shall, at a minimum:

4 (i) provide oral language services, such as a telephone assistance hotline, that include answering
5 questions in any applicable non-English language and providing assistance with filing benefit requests, claims,
6 and appeals in any applicable non-English language;

7 (ii) provide, upon request, a notice in any applicable non-English language; and

8 (iii) include in the English version of the notice a prominently displayed statement in any applicable
9 non-English language clearly indicating how to access the language services provided by the health insurance
10 issuer.

11 (c) For purposes of this subsection (9), with respect to any United States county to which a notice is sent,
12 a non-English language is an applicable non-English language if 10% or more of the population residing in the
13 county is literate only in the same non-English language, as determined in federal guidance.

14 (10) (a) Unless the covered person loses coverage under the applicable health plan or other health
15 insurance coverage, the health insurance issuer may not revoke, limit, condition, or restrict a certification for a
16 period of 45 working days from the date the health care provider received the certification. Any language
17 attempting to disclaim payment for services that have received certification within the 45-day period is void.

18 (b) If the adverse determination is a rescission a health insurance issuer rescinds a certification, the
19 health insurance issuer shall provide, in addition to any applicable disclosures required under this section, in a
20 notice sent at least 30 days in advance of implementing the rescission decision:

21 (a) clear identification of the alleged fraudulent act, practice, or omission or the intentional
22 misrepresentation of material fact;

23 (b) an explanation of why the act, practice, or omission was fraudulent or was an intentional
24 misrepresentation of a material fact;

25 (c) the date when the advance notice period ends and the date to which the coverage is to be
26 retroactively rescinded;

27 (d) notice that the covered person or, if applicable, the covered person's authorized representative may
28 immediately file a grievance with the health insurance issuer requesting a review of the rescission; and

29 (e) a description of the health insurance issuer's grievance procedures, including any time limits
30 applicable to these procedures.

1 (11) A health insurance issuer may provide the notices required under this section in writing or
2 electronically."

3

4 **Section 4.** Section 33-32-212, MCA, is amended to read:

5 **"33-32-212. Procedures for expedited utilization review and benefit determinations.** (1) With
6 respect to urgent care requests and concurrent review urgent care requests, a health insurance issuer shall
7 establish ~~written procedures~~ clinical review criteria for receiving benefit requests from covered persons or, if
8 applicable, their authorized representatives, for conducting an expedited utilization review and making benefit
9 determinations, and for notifying the covered persons or their authorized representatives of the expedited
10 utilization review and benefit determinations.

11 (2) (a) The procedures established under subsection (1) must include a requirement for the health
12 insurance issuer to provide that, in the case of a failure by a covered person or, if applicable, the covered person's
13 authorized representative to follow the health insurance issuer's procedures for filing an urgent care request, the
14 covered person or the covered person's authorized representative must be notified of the failure and the proper
15 procedures to be followed for filing the request.

16 (b) The notice required under subsection (2)(a):

17 (i) must be provided to the covered person or, if applicable, the covered person's authorized
18 representative not later than 24 hours after receipt of the request; and

19 (ii) may be made orally, unless the covered person or, if applicable, the covered person's authorized
20 representative requests the notice in writing or electronically.

21 (c) To qualify for the provisions of this subsection (2) related to a failed filing procedure, the
22 communication must:

23 (i) be sent by a covered person or, if applicable, the covered person's authorized representative and
24 received by a person or organizational unit of the health insurance issuer responsible for handling benefit matters;
25 and

26 (ii) contain a reference to a specific covered person, a specific medical condition or symptom, and a
27 specific health care service, treatment, or health care provider for which approval is being requested.

28 (3) (a) For an urgent care request, unless the covered person or, if applicable, the covered person's
29 authorized representative has failed to provide sufficient information for the health insurance issuer to determine
30 whether or to what extent the benefits requested are covered benefits or payable under the health insurance

1 issuer's health plan, the health insurance issuer shall notify the covered person or, if applicable, the covered
2 person's authorized representative as soon as possible, taking into account the medical condition of the covered
3 person, but no later than ~~72 hours~~ 1 business day after the receipt of the request by the health insurance issuer.

4 (b) With respect to the request, the health insurance issuer shall state in the notification whether or not
5 the determination is an adverse determination. If the health insurance issuer's determination is an adverse
6 determination, the notice must comply with the provisions of subsection (7).

7 (4) (a) If the covered person or, if applicable, the covered person's authorized representative has failed
8 to provide sufficient information for the health insurance issuer to make a determination, the health insurance
9 issuer shall notify the covered person or, if applicable, the covered person's authorized representative either orally
10 or, if requested by the covered person or the covered person's authorized representative, in writing or
11 electronically of this failure and identify what specific information is needed. This notification must be made as
12 soon as possible but not later than 24 hours after receipt of the request.

13 (b) The health insurance issuer shall, taking into account the circumstances, provide the covered person
14 or, if applicable, the covered person's authorized representative with a reasonable period of time to submit the
15 necessary information. The reasonable period may not end less than 48 hours after the health insurance issuer
16 notifies the covered person or, if applicable, the covered person's authorized representative of the failure to
17 submit sufficient information as provided in subsection (4)(a).

18 (c) A health insurance issuer shall, in cases in which more information is required as provided in
19 subsection (4)(a), notify the covered person or, if applicable, the covered person's authorized representative of
20 its determination with respect to the urgent care request as soon as possible but not later than ~~48~~ 24 hours after
21 the earlier of:

22 (i) the health insurance issuer's receipt of the requested information; or

23 (ii) the end of the period provided for the covered person or, if applicable, the covered person's authorized
24 representative to submit the requested information.

25 (d) If the covered person or, if applicable, the covered person's authorized representative fails to submit
26 the information before the end of the period of the extension, as specified in subsection (4)(b), the health
27 insurance issuer may deny the certification of the requested benefit.

28 (e) If the health insurance issuer's determination is an adverse determination, the health insurance issuer
29 shall provide notice of the adverse determination in accordance with subsection (7).

30 (5) (a) For concurrent review urgent care requests involving a request by the covered person or, if

1 applicable, the covered person's authorized representative to extend the course of treatment beyond the initial
2 period of time or the number of treatments, if the request is made at least 24 hours prior to the expiration of the
3 prescribed period of time or number of treatments, the health insurance issuer shall make a determination with
4 respect to the request and notify the covered person or, if applicable, the covered person's authorized
5 representative of the determination, whether it is an adverse determination or not, as soon as possible, taking
6 into account the covered person's medical condition, but not later than 24 hours after the health insurance issuer's
7 receipt of the request.

8 (b) If the health insurance issuer's determination is an adverse determination, the health insurance issuer
9 shall provide notice of the adverse determination as provided in subsection (7).

10 (6) For the purposes of this section, the time period within which a determination must be made begins
11 on the date and at the time the request is filed with the health insurance issuer in accordance with the health
12 insurance issuer's procedures established pursuant to 33-32-207 for filing a request. The date and time the
13 request is received by the health insurance issuer must be counted without regard to whether all of the
14 information necessary to make the determination accompanies the filing of the request.

15 (7) A notification of an adverse determination under this section must, in a manner calculated to be
16 understood by the covered person or, if applicable, the covered person's authorized representative, set forth:

17 (a) information sufficient to identify the benefit request or claim involved and, if applicable, the date of
18 service, the health care provider, and the claim amount;

19 (b) a statement describing the availability, upon request, of the diagnosis code and its corresponding
20 meaning and the treatment code and its corresponding meaning. On receiving a request for a diagnosis or
21 treatment code, the health insurance issuer shall provide the information as soon as practicable. A health
22 insurance issuer may not consider a request for the diagnosis code and treatment information, in itself, to be a
23 request to file a grievance for review of an adverse determination pursuant to Title 33, chapter 32, part 3, or a
24 request for external review as outlined in Title 33, chapter 32, part 4.

25 (c) the specific rationale behind the adverse determination, including the denial code and its
26 corresponding meaning, as well as a description of the health insurance issuer's standard, if any, that was used
27 in denying the benefit request or claim;

28 (d) a reference to the specific plan provisions on which the determination is based;

29 (e) a description of any additional material or information necessary for the covered person or, if
30 applicable, the covered person's authorized representative to complete the request, including an explanation of

1 why the material or information is necessary to complete the request;

2 (f) a description of the health insurance issuer's internal grievance procedures established pursuant to
3 Title 33, chapter 32, part 3, including any time limits applicable to those procedures;

4 (g) a description of the health insurance issuer's expedited grievance procedures established pursuant
5 to Title 33, chapter 32, part 3, including any time limits applicable to those procedures;

6 (h) a copy of any internal rule, guideline, protocol, or other similar criteria that the health insurance issuer
7 may have relied on to make the adverse determination. Alternatively, the health insurance issuer may provide
8 a statement that a specific rule, guideline, protocol, or other similar criteria was relied on to make the adverse
9 determination and that a copy of the rule, guideline, protocol, or other similar criteria will be provided free of
10 charge to the covered person on request.

11 (i) an explanation of the scientific or clinical judgment for making the adverse determination if the adverse
12 determination is based on a medical necessity or experimental or investigational treatment or similar exclusion
13 or limit. Alternatively, the health insurance issuer may provide a statement that an explanation will be provided
14 to the covered person free of charge on request. The explanation under this subsection (7)(i) must apply the
15 terms of the health plan to the covered person's medical circumstances.

16 (j) instructions for requesting any of the following that are applicable:

17 (i) a copy of the rule, guideline, protocol, or other similar criteria relied on in making the adverse
18 determination in accordance with subsection (7)(h); or

19 (ii) the written statement of the scientific or clinical rationale for the adverse determination in accordance
20 with subsection (7)(i); and

21 (k) a statement explaining the availability of further assistance from the commissioner's office and the
22 right of the covered person or, if applicable, the covered person's authorized representative to contact the
23 commissioner's office at any time for assistance or, on completion of the health insurance issuer's grievance
24 procedure process as provided under Title 33, chapter 32, part 3, to file a civil suit in a court of competent
25 jurisdiction. The statement must include contact information for the commissioner's office.

26 (8) A health insurance issuer shall provide the notice required under this section in the manner provided
27 in 33-32-211(9).

28 (9) (a) A health insurance issuer may provide the notice required under this section orally, in writing, or
29 electronically.

30 (b) If notice of the adverse determination is provided orally, the health insurance issuer shall provide

1 written or electronic notice of the adverse determination within ~~3 days~~ 1 business day following the oral
2 notification."

3

4 **Section 5.** Section 33-32-215, MCA, is amended to read:

5 **"33-32-215. Emergency services.** (1) When conducting a utilization review or making a benefit
6 determination for emergency services, a health insurance issuer that provides benefits for services in an
7 emergency department of a hospital shall follow the provisions of this section.

8 (2) A health insurance issuer shall cover emergency services that screen and stabilize a covered person:

9 (a) without the need for prior authorization of the emergency services if a prudent lay person would have
10 reasonably believed that an emergency medical condition existed even if the emergency services are provided
11 on an out-of-network basis;

12 (b) without regard to whether the health care provider furnishing the services is a participating provider
13 with respect to the emergency services;

14 (c) if the emergency services are provided out-of-network, without imposing any administrative
15 requirement or limitation on coverage that is more restrictive than the requirements or limitations that apply to
16 emergency services received from network providers;

17 (d) if the emergency services are provided out-of-network, by complying with the cost-sharing
18 requirements in subsection (4); and

19 (e) without regard to any other term or condition of coverage, other than:

20 (i) the exclusion of or coordination of benefits;

21 (ii) an affiliation or waiting period as permitted under 42 U.S.C. 300gg-19a; or

22 (iii) cost-sharing, as provided in subsection (4)(a) or (4)(b), as applicable.

23 (3) For in-network emergency services, coverage of emergency services is subject to applicable
24 copayments, coinsurance, and deductibles.

25 (4) (a) Except as provided in subsection (4)(b), for out-of-network emergency services, any cost-sharing
26 requirement imposed with respect to a covered person may not exceed the cost-sharing requirement for a
27 covered person if the services were provided in-network.

28 (b) A covered person may be required to pay, in addition to the in-network cost-sharing expenses, the
29 excess amount the out-of-network provider charges that exceeds the amount the health insurance issuer is
30 required to pay under this subsection (4).

1 (c) A health insurance issuer complies with the requirements of this section by paying for emergency
 2 services provided by an out-of-network provider in an amount not less than the greatest of the following and
 3 taking into account exceptions in subsections (4)(d) and (4)(e):

4 (i) the amount negotiated with in-network providers for emergency services, excluding any in-network
 5 cost-sharing imposed with respect to the covered person;

6 (ii) the amount of the emergency service calculated using the same method the plan uses to determine
 7 payments for out-of-network services but using the in-network cost-sharing provisions instead of the
 8 out-of-network cost-sharing provisions; or

9 (iii) the amount that would be paid under medicare for the emergency services, excluding any in-network
 10 cost-sharing requirements.

11 (d) For capitated or other health plans that do not have a negotiated charge for each service for
 12 in-network providers, subsection (4)(c)(i) does not apply.

13 (e) If a health plan has more than one negotiated amount for in-network providers for a particular
 14 emergency service, the amount in subsection (4)(c)(i) is the median of those negotiated amounts.

15 (5) Only in-network cost-sharing amounts may be imposed on out-of-network emergency services.

16 (6) If a health care provider certifies in writing to a health insurance issuer within 72 hours of a covered
 17 person's admission that the person's condition required prehospital transportation or emergency services, the
 18 certification creates a presumption for the medical necessity of the prehospital transportation and emergency
 19 services. The presumption of medical necessity may be rebutted only if the health insurance issuer provides clear
 20 and convincing evidence to the contrary.

21 (7) A health insurance issuer shall allow a covered person, the person's authorized representative, and
 22 the person's health care provider at least 24 hours following an emergency admission or the provision of
 23 emergency services to notify the health insurance issuer of the admission or provision of emergency services.
 24 If the admission or the emergency services occur on a holiday or weekend, a health insurance issuer shall allow
 25 notification no later than by the next business day following the admission or provision of emergency services.

26 ~~(6)~~(8) If prior authorization is required for a postevaluation or poststabilization services review, a health
 27 insurance issuer shall provide access to a designated representative 24 hours a day, 7 days a week, to facilitate
 28 the review."
 29

30 NEW SECTION. Section 6. Disclosure of utilization review requirements -- statistics. (1) A

1 utilization review organization shall make its current utilization review plan, including clinical review criteria,
2 standards, procedures, requirements, and restrictions, readily accessible on its website to covered persons and
3 health care providers. The utilization review plan must be described in detail and in easily understandable
4 language.

5 (2) If a utilization review organization intends to implement a new or amended utilization review plan,
6 including any new or amended clinical review criteria, standards, procedures, requirements, or restrictions, the
7 entity may not implement the change until it has:

8 (a) notified health care providers in writing of the new or amended utilization review plan, including any
9 new or amended clinical review criteria, standards, procedures, requirements, or restrictions, no less than 60 days
10 before the new or amended plan is to be implemented; and

11 (b) updated its website to reflect the new or amended utilization review plan, including any new or
12 amended clinical review criteria, standards, procedures, requirements, or restrictions, to make the information
13 accessible to covered persons, health care providers, and the general public.

14 (3) A utilization review organization shall make available on its website statistics regarding utilization
15 review approvals and denials. The information must be provided in a readily accessible format and include, at
16 a minimum, categories for health care provider specialty, medication or diagnostic test or procedure, indication
17 offered, and reason for denial.

18
19 **NEW SECTION. Section 7. Length of prior authorization.** A certification by a utilization review
20 organization approving health care services is valid for 1 year from the date the health care provider receives the
21 certification unless the covered person loses coverage under the applicable health plan or health insurance
22 coverage.

23
24 **NEW SECTION. Section 8. Failure to comply.** Any failure by a utilization review organization to comply
25 with the deadlines and other requirements of this chapter results in certification and approval for payment for the
26 health care services subject to review.

27
28 **Section 9.** Section 53-6-113, MCA, is amended to read:
29 **"53-6-113. Department to adopt rules.** (1) The department shall adopt appropriate rules necessary for
30 the administration of the Montana medicaid program as provided for in this part and that may be required by

1 federal laws and regulations governing state participation in medicaid under Title XIX of the Social Security Act,
2 42 U.S.C. 1396, et seq., as amended.

3 (2) The department shall adopt rules that are necessary to further define for the purposes of this part the
4 services provided under 53-6-101 and to provide that services being used are medically necessary and that the
5 services are the most efficient and cost-effective available. The rules:

6 (a) may establish the amount, scope, and duration of services provided under the Montana medicaid
7 program, including the items and components constituting the services; and

8 (b) must, if related to utilization review of services, comply with the utilization review timelines of Title
9 33, chapter 32.

10 (3) The department shall establish by rule the rates for reimbursement of services provided under this
11 part. The department may in its discretion set rates of reimbursement that it determines necessary for the
12 purposes of the program. In establishing rates of reimbursement, the department may consider but is not limited
13 to considering:

14 (a) the availability of appropriated funds;

15 (b) the actual cost of services;

16 (c) the quality of services;

17 (d) the professional knowledge and skills necessary for the delivery of services; and

18 (e) the availability of services.

19 (4) The department shall specify by rule those professionals who may deliver or direct the delivery of
20 particular services.

21 (5) The department may provide by rule for payment by a recipient of a portion of the reimbursements
22 established by the department for services provided under this part.

23 (6) (a) The department may adopt rules consistent with this part to govern eligibility for the Montana
24 medicaid program, including the medicaid program provided for in 53-6-195. Rules may include but are not limited
25 to financial standards and criteria for income and resources, treatment of resources, nonfinancial criteria, family
26 responsibilities, residency, application, termination, definition of terms, confidentiality of applicant and recipient
27 information, and cooperation with the state agency administering the child support enforcement program under
28 Title IV-D of the Social Security Act, 42 U.S.C. 651, et seq.

29 (b) The department may not apply financial criteria below \$15,000 for resources other than income in
30 determining the eligibility of a child under 19 years of age for poverty level-related children's medicaid coverage

1 groups, as provided in 42 U.S.C. 1396a(l)(1)(B) through (l)(1)(D).

2 (c) The department may not apply financial criteria below \$15,000 for an individual and \$30,000 for a
3 couple for resources other than income in determining the eligibility of individuals for the medicaid program for
4 workers with disabilities provided for in 53-6-195.

5 (7) The department may adopt rules limiting eligibility based on criteria more restrictive than that provided
6 in 53-6-131 if required by Title XIX of the Social Security Act, 42 U.S.C. 1396, et seq., as may be amended, or
7 if funds appropriated are not sufficient to provide medical care for all eligible persons.

8 (8) The department may adopt rules necessary for the administration of medicaid managed care
9 systems. Rules to be adopted may include but are not limited to rules concerning:

10 (a) participation in managed care;

11 (b) selection and qualifications for providers of managed care; and

12 (c) standards for the provision of managed care.

13 (9) Subject to subsection (6), the department shall establish by rule income limits for eligibility for
14 extended medical assistance of persons receiving section 1931 medicaid benefits, as defined in 53-4-602, who
15 lose eligibility because of increased income to the assistance unit, as that term is defined in the rules of the
16 department, as provided in 53-6-134, and shall also establish by rule the length of time for which extended
17 medical assistance will be provided. The department, in exercising its discretion to set income limits and duration
18 of assistance, may consider the amount of funds appropriated by the legislature.

19 (10) Unless required by federal law or regulation, the department may not adopt rules that exclude a child
20 from medicaid services or require prior authorization for a child to access medicaid services if the child would be
21 eligible for or able to access the services without prior authorization if the child was not in foster care."

22
23 **NEW SECTION. Section 10. Codification instruction.** [Sections 6 through 8] are intended to be
24 codified as an integral part of Title 33, chapter 32, part 1, and the provisions of Title 33, chapter 32, part 1, apply
25 to [sections 6 through 8].

26
27 **NEW SECTION. Section 11. Severability.** If a part of [this act] is invalid, all valid parts that are
28 severable from the invalid part remain in effect. If a part of [this act] is invalid in one or more of its applications,
29 the part remains in effect in all valid applications that are severable from the invalid applications.

30

1 NEW SECTION. **Section 12. Effective date.** [This act] is effective January 1, 2020.

2 - END -