ARTICLE 5 AS AMENDED

RELATING TO GOVERNMENT REORGANIZATION

SECTION 1. Chapter 23-17.12 of the General Laws entitled "Health Care Services - Utilization Review Act" is hereby repealed in its entirety.

CHAPTER 23-17.12

Health Care Services - Utilization Review Act

23-17.12-1. Purpose of chapter.

The purpose of the chapter is to:

(1) Promote the delivery of quality health care in a cost effective manner;

(2) Foster greater coordination between health care providers, patients, payors and utilization review entities;

(3) Protect patients, businesses, and providers by ensuring that review agents are qualified to perform utilization review activities and to make informed decisions on the appropriateness of medical care; and

(4) Ensure that review agents maintain the confidentiality of medical records in accordance with applicable state and federal laws.


As used in this chapter, the following terms are defined as follows:

(1) "Adverse determination" means a utilization review decision by a review agent not to authorize a health care service. A decision by a review agent to authorize a health care service in an alternative setting, a modified extension of stay, or an alternative treatment shall not constitute an adverse determination if the review agent and provider are in agreement regarding the decision.

Adverse determinations include decisions not to authorize formulary and nonformulary medication.

(2) "Appeal" means a subsequent review of an adverse determination upon request by a patient or provider to reconsider all or part of the original decision.

(3) "Authorization" means the review agent's utilization review, performed according to subsection 23-17.12-2(20), concluded that the allocation of health care services of a provider, given or proposed to be given to a patient was approved or authorized.

(4) "Benefit determination" means a decision of the enrollee's entitlement to payment for covered health care services as defined in an agreement with the payor or its delegate.
(5) “Certificate” means a certificate of registration granted by the director to a review agent.

(6) “Complaint” means a written expression of dissatisfaction by a patient, or provider. The appeal of an adverse determination is not considered a complaint.

(7) “Concurrent assessment” means an assessment of the medical necessity and/or appropriateness of health care services conducted during a patient’s hospital stay or course of treatment. If the medical problem is ongoing, this assessment may include the review of services after they have been rendered and billed. This review does not mean the elective requests for clarification of coverage or claims review or a provider’s internal quality assurance program except if it is associated with a health care financing mechanism.

(8) “Department” means the department of health.

(9) “Director” means the director of the department of health.

(10) “Emergent health care services” has the same meaning as that meaning contained in the rules and regulations promulgated pursuant to chapter 12.3 of title 42 as may be amended from time to time and includes those resources provided in the event of the sudden onset of a medical, mental health, or substance abuse or other health care condition manifesting itself by acute symptoms of a severity (e.g. severe pain) where the absence of immediate medical attention could reasonably be expected to result in placing the patient’s health in serious jeopardy, serious impairment to bodily or mental functions, or serious dysfunction of any body organ or part.

(11) “Patient” means an enrollee or participant in all hospital or medical plans seeking health care services and treatment from a provider.

(12) “Payor” means a health insurer, self-insured plan, nonprofit health service plan, health insurance service organization, preferred provider organization, health maintenance organization or other entity authorized to offer health insurance policies or contracts or pay for the delivery of health care services or treatment in this state.

(13) “Practitioner” means any person licensed to provide or otherwise lawfully providing health care services, including, but not limited to, a physician, dentist, nurse, optometrist, podiatrist, physical therapist, clinical social worker, or psychologist.

(14) “Prospective assessment” means an assessment of the medical necessity and/or appropriateness of health care services prior to services being rendered.

(15) “Provider” means any health care facility, as defined in § 23-17-2 including any mental health and/or substance abuse treatment facility, physician, or other licensed practitioners identified to the review agent as having primary responsibility for the care, treatment, and services rendered to a patient.

(16) “Retrospective assessment” means an assessment of the medical necessity and/or
appropriateness of health care services that have been rendered. This shall not include reviews conducted when the review agency has been obtaining ongoing information.

(17) “Review agent” means a person or entity or insurer performing utilization review that is either employed by, affiliated with, under contract with, or acting on behalf of:

(i) A business entity doing business in this state;

(ii) A party that provides or administers health care benefits to citizens of this state, including a health insurer, self-insured plan, non-profit health service plan, health insurance service organization, preferred provider organization or health maintenance organization authorized to offer health insurance policies or contracts or pay for the delivery of health care services or treatment in this state; or

(iii) A provider.

(18) “Same or similar specialty” means a practitioner who has the appropriate training and experience that is the same or similar as the attending provider in addition to experience in treating the same problems to include any potential complications as those under review.

(19) “Urgent health care services” has the same meaning as that meaning contained in the rules and regulations promulgated pursuant to chapter 12.3 of title 42 as may be amended from time to time and includes those resources necessary to treat a symptomatic medical, mental health, or substance abuse or other health care condition requiring treatment within a twenty-four (24) hour period of the onset of such a condition in order that the patient’s health status not decline as a consequence. This does not include those conditions considered to be emergent health care services as defined in subdivision (10).

(20) “Utilization review” means the prospective, concurrent, or retrospective assessment of the necessity and/or appropriateness of the allocation of health care services of a provider, given or proposed to be given to a patient. Utilization review does not include:

(i) Elective requests for the clarification of coverage; or

(ii) Benefit determination; or

(iii) Claims review that does not include the assessment of the medical necessity and appropriateness; or

(iv) A provider’s internal quality assurance program except if it is associated with a health care financing mechanism; or

(v) The therapeutic interchange of drugs or devices by a pharmacy operating as part of a licensed inpatient health care facility; or

(vi) The assessment by a pharmacist licensed pursuant to the provisions of chapter 19 of title 5 and practicing in a pharmacy operating as part of a licensed inpatient health care facility in
the interpretation, evaluation and implementation of medical orders, including assessments and/or comparisons involving formularies and medical orders.

(21) “Utilization review plan” means a description of the standards governing utilization review activities performed by a private review agent.

(22) “Health care services” means and includes an admission, diagnostic procedure, therapeutic procedure, treatment, extension of stay, the ordering and/or filling of formulary or nonformulary medications, and any other services, activities, or supplies that are covered by the patient’s benefit plan.

(23) “Therapeutic interchange” means the interchange or substitution of a drug with a dissimilar chemical structure within the same therapeutic or pharmacological class that can be expected to have similar outcomes and similar adverse reaction profiles when given in equivalent doses, in accordance with protocols approved by the president of the medical staff or medical director and the director of pharmacy.


(a) A review agent shall not conduct utilization review in the state unless the department has granted the review agent a certificate.

(b) Individuals shall not be required to hold separate certification under this chapter when acting as either an employee of, an affiliate of, a contractor for, or otherwise acting on behalf of a certified review agent.

(c) The department shall issue a certificate to an applicant that has met the minimum standards established by this chapter, and regulations promulgated in accordance with it, including the payment of any fees as required, and other applicable regulations of the department.

(d) A certificate issued under this chapter is not transferable, and the transfer of fifty percent (50%) or more of the ownership of a review agent shall be deemed a transfer.

(e) After consultation with the payors and providers of health care, the department shall adopt regulations necessary to implement the provisions of this chapter.

(f) The director of health is authorized to establish any fees for initial application, renewal applications, and any other administrative actions deemed necessary by the director to implement this chapter.

(g) The total cost of certification under this title shall be borne by the certified entities and shall be one hundred and fifty percent (150%) of the total salaries paid to the certifying personnel of the department engaged in those certifications, less any salary reimbursements and shall be paid to the director to and for the use of the department. That assessment shall be in addition to any taxes and fees otherwise payable to the state.
(h) The application and other fees required under this chapter shall be sufficient to pay for the administrative costs of the certificate program and any other reasonable costs associated with carrying out the provisions of this chapter.

(i) A certificate expires on the second anniversary of its effective date unless the certificate is renewed for a two (2) year term as provided in this chapter.

(j) Any systemic changes in the review agent's operations relative to certification information on file shall be submitted to the department for approval within thirty (30) days prior to implementation.


(a) An applicant requesting certification or recertification shall:

(1) Submit an application provided by the director; and

(2) Pay the application fee established by the director through regulation and § 23-17.12-3(c).

(b) The application shall:

(1) Be on a form and accompanied by supporting documentation that the director requires; and

(2) Be signed and verified by the applicant.

(c) Before the certificate expires, a certificate may be renewed for an additional two (2) years.

(d) If a completed application for recertification is being processed by the department, a certificate may be continued until a renewal determination is made.

(e) In conjunction with the application, the review agent shall submit information that the director requires including:

(1) A request that the state agency regard specific portions of the standards and criteria or the entire document to constitute “trade secrets” within the meaning of that term in § 38-2-2(4)(i)(B);

(2) The policies and procedures to ensure that all applicable state and federal laws to protect the confidentiality of individual medical records are followed;

(3) A copy of the materials used to inform enrollees of the requirements under the health benefit plan for seeking utilization review or pre-certification and their rights under this chapter, including information on appealing adverse determinations;

(4) A copy of the materials designed to inform applicable patients and providers of the requirements of the utilization review plan;

(5) A list of the third party payors and business entities for which the review agent is
performing utilization review in this state and a brief description of the services it is providing for each client; and

(6) Evidence of liability insurance or of assets sufficient to cover potential liability.

(7) The information provided must demonstrate that the review agent will comply with the regulations adopted by the director under this chapter.

23-17.12-5. General application requirements.

An application for certification or recertification shall be accompanied by documentation to evidence the following:

(1) The requirement that the review agent provide patients and providers with a summary of its utilization review plan including a summary of the standards, procedures and methods to be used in evaluating proposed or delivered health care services;

(2) The circumstances, if any, under which utilization review may be delegated to any other utilization review program and evidence that the delegated agency is a certified utilization review agency delegated to perform utilization review pursuant to all of the requirements of this chapter;

(3) A complaint resolution process consistent with subsection 23-17.12-2(6) and acceptable to the department, whereby patients, their physicians, or other health care providers may seek resolution of complaints and other matters of which the review agent has received written notice;

(4) The type and qualifications of personnel (employed or under contract) authorized to perform utilization review, including a requirement that only a practitioner with the same license status as the ordering practitioner, or a licensed physician or dentist, is permitted to make a prospective or concurrent adverse determination;

(5) The requirement that a representative of the review agent is reasonably accessible to patients, patient’s family and providers at least five (5) days a week during normal business in Rhode Island and during the hours of the agency’s review operations;

(6) The policies and procedures to ensure that all applicable state and federal laws to protect the confidentiality of individual medical records are followed;

(7) The policies and procedures regarding the notification and conduct of patient interviews by the review agent;

(8) The requirement that no employee of, or other individual rendering an adverse determination for, a review agent may receive any financial incentives based upon the number of denials of certification made by that employee or individual;

(9) The requirement that the utilization review agent shall not impede the provision of health care services for treatment and/or hospitalization or other use of a provider’s services or
(10) Evidence that the review agent has not entered into a compensation agreement or contract with its employees or agents whereby the compensation of its employees or its agents is based upon a reduction of services or the charges for those services, the reduction of length of stay, or utilization of alternative treatment settings; provided, nothing in this chapter shall prohibit agreements and similar arrangements; and

(11) An adverse determination and internal appeals process consistent with § 23-17.12-9 and acceptable to the department, whereby patients, their physicians, or other health care providers may seek prompt reconsideration or appeal of adverse determinations by the review agent.

23-17.12-6. Denial, suspension, or revocation of certificate.

(a) The department may deny a certificate upon review of the application if, upon review of the application, it finds that the applicant proposing to conduct utilization review does not meet the standards required by this chapter or by any regulations promulgated pursuant to this chapter.

(b) The department may revoke a certificate and/or impose reasonable monetary penalties not to exceed five thousand dollars ($5,000) per violation in any case in which:

(1) The review agent fails to comply substantially with the requirements of this chapter or regulations adopted pursuant to this chapter;

(2) The review agent fails to comply with the criteria used by it in its application for a certificate; or

(3) The review agent refuses to permit examination by the director to determine compliance with the requirements of this chapter and regulations promulgated pursuant to the authority granted to the director in this chapter, provided, however, that the examination shall be subject to the confidentiality and “need to know” provisions of subdivisions 23-17.12-9(c)(4) and (5). These determinations may involve consideration of any written grievances filed with the department against the review agent by patients or providers.

(c) Any applicant or certificate holder aggrieved by an order or a decision of the department made under this chapter without a hearing may, within thirty (30) days after notice of the order or decision, make a written request to the department for a hearing on the order or decision pursuant to § 42-35-15.

(d) The procedure governing hearings authorized by this section shall be in accordance with §§ 42-35-9—42-35-13 as stipulated in § 42-35-14(a). A full and complete record shall be kept of all proceedings, and all testimony shall be recorded but need not be transcribed unless the decision is appealed pursuant to § 42-35-15. A copy or copies of the transcript may be obtained by any interested party upon payment of the cost of preparing the copy or copies. Witnesses may be
subpoenaed by either party.


Any person who has exhausted all administrative remedies available to him or her within the department, and who is aggrieved by a final decision of the department under § 23-17.12-6, is entitled to judicial review pursuant to §§ 42-35-15 and 42-35-16.

23-17.12-8. Waiver of requirements.

(a) Except for utilization review agencies performing utilization review activities to determine the necessity and/or appropriateness of substance abuse and mental health care, treatment or services, the department shall waive all the requirements of this chapter, with the exception of those contained in §§ 23-17.12-9, (a)(1)-(3), (5), (6), (b)(1)-(6), and (c)(2)-(6), 23-17.12-12, and 23-17.12-14, for a review agent that has received, maintains and provides evidence to the department of accreditation from the utilization review accreditation commission (URAC) or other organization approved by the director. The waiver shall be applicable only to those services that are included under the accreditation by the utilization review accreditation commission or other approved organization.

(b) The department shall waive the requirements of this chapter only when a direct conflict exists with those activities of a review agent that are conducted pursuant to contracts with the state or the federal government or those activities under other state or federal jurisdictions.

(c) The limitation in subsection 23-17.12-8(b) notwithstanding, the department may waive or exempt all or part of the requirements of this chapter by mutual written agreement with a state department or agency when such waiver or exemption is determined to be necessary and appropriate to the administration of a health care related program. The department shall promulgate such regulations as deemed appropriate to implement this provision.


(a) The department is authorized to issue a statutory variance from one or more of the specific requirements of this chapter to a review agent where it determines that such variance is necessary to permit the review agent to evaluate and address practitioner billing and practice patterns when the review agent believes in good faith that such patterns evidence the existence of fraud or abuse. Any variance issued by the department pursuant to this section shall be limited in application to those services billed directly by the practitioner. Prior to issuing a statutory variance the department shall provide notice and a public hearing to ensure necessary patient and health care provider protections in the process. Statutory variances shall be issued for a period not to exceed one year and may be subject to such terms and conditions deemed necessary by the department.

(b) On or before January 15th of each year, the department shall issue a report to the general...
assembly summarizing any review agent activity as a result of a waiver granted under the provisions of this section.


(a) The adverse determination and appeals process of the review agent shall conform to the following:

(1) Notification of a prospective adverse determination by the review agent shall be mailed or otherwise communicated to the provider of record and to the patient or other appropriate individual as follows:

(i) Within fifteen (15) business days of receipt of all the information necessary to complete a review of non-urgent and/or non-emergent services;

(ii) Within seventy-two (72) hours of receipt of all the information necessary to complete a review of urgent and/or emergent services; and

(iii) Prior to the expected date of service.

(2) Notification of a concurrent adverse determination shall be mailed or otherwise communicated to the patient and to the provider of record as follows:

(i) To the provider(s) prior to the end of the current certified period; and

(ii) To the patient within one business day of making the adverse determination.

(3) Notification of a retrospective adverse determination shall be mailed or otherwise communicated to the patient and to the provider of record within thirty (30) business days of receipt of a request for payment with all supporting documentation for the covered benefit being reviewed.

(4) A utilization review agency shall not retrospectively deny authorization for health care services provided to a covered person when an authorization has been obtained for that service from the review agent unless the approval was based upon inaccurate information material to the review or the health care services were not provided consistent with the provider's submitted plan of care and/or any restrictions included in the prior approval granted by the review agent.

(5) Any notice of an adverse determination shall include:

(i) The principal reasons for the adverse determination, to include explicit documentation of the criteria not met and/or the clinical rationale utilized by the agency's clinical reviewer in making the adverse determination. The criteria shall be in accordance with the agency criteria noted in subsection 23.17.12-9(d) and shall be made available within the first level appeal timeframe if requested unless otherwise provided as part of the adverse determination notification process;

(ii) The procedures to initiate an appeal of the adverse determination, including the name and telephone number of the person to contact with regard to an appeal.
(iii) The necessary contact information to complete the two-way direct communication defined in subdivision 23.17.12.9(a)(7); and

(iv) The information noted in subdivision 23.27.12.9(a)(5)(i)(ii)(iii) for all verbal notifications followed by written notification to the patient and provider(s).

(6) All initial retrospective adverse determinations of a health care service that had been ordered by a physician, dentist or other practitioner shall be made, documented and signed consistent with the regulatory requirements which shall be developed by the department with the input of review agents, providers and other affected parties.

(7) A level one appeal decision of an adverse determination shall not be made until an appropriately qualified and licensed review physician, dentist or other practitioner has spoken to, or otherwise provided for, an equivalent two-way direct communication with the patient's attending physician, dentist, other practitioner, other designated or qualified professional or provider responsible for treatment of the patient concerning the medical care, with the exception of the following:

(i) When the attending provider is not reasonably available;

(ii) When the attending provider chooses not to speak with agency staff;

(iii) When the attending provider has negotiated an agreement with the review agent for alternative care; and/or

(iv) When the attending provider requests a peer to peer communication prior to the adverse determination, the review agency shall then comply with subdivision 23.17.12.9(c)(1) in responding to such a request. Such requests shall be on the case specific basis unless otherwise arranged for in advance by the provider.

(8) All initial, prospective and concurrent adverse determinations of a health care service that had been ordered by a physician, dentist or other practitioner shall be made, documented and signed by a licensed practitioner with the same licensure status as the ordering practitioner or a licensed physician or dentist. This does not prohibit appropriately qualified review agency staff from engaging in discussions with the attending provider, the attending provider’s designee or appropriate health care facility and office personnel regarding alternative service and treatment options. Such a discussion shall not constitute an adverse determination provided though that any change to the provider’s original order and/or any decision for an alternative level of care must be made and/or appropriately consented to by the attending provider or the provider’s designee responsible for treating the patient.

(9) The requirement that, upon written request made by or on behalf of a patient, any adverse determination and/or appeal shall include the written evaluation and findings of the
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reviewing physician, dentist or other practitioner. The review agent is required to accept a verbal
request made by or on behalf of a patient for any information where a provider or patient can
demonstrate that a timely response is urgent.

(b) The review agent shall conform to the following for the appeal of an adverse
determination:

(1) The review agent shall maintain and make available a written description of the appeal
procedure by which either the patient or the provider of record may seek review of determinations
not to authorize a health care service. The process established by each review agent may include a
reasonable period within which an appeal must be filed to be considered and that period shall not
be less than sixty (60) days.

(2) The review agent shall notify, in writing, the patient and provider of record of its
decision on the appeal as soon as practical, but in no case later than fifteen (15) or twenty-one (21)
business days if verbal notice is given within fifteen (15) business days after receiving the required
documentation on the appeal.

(3) The review agent shall also provide for an expedited appeals process for emergency or
life threatening situations. Each review agent shall complete the adjudication of expedited appeals
within two (2) business days of the date the appeal is filed and all information necessary to complete
the appeal is received by the review agent.

(4) All first level appeals of determinations not to authorize a health care service that had
been ordered by a physician, dentist, or other practitioner shall be made, documented, and signed
by a licensed practitioner with the same licensure status as the ordering practitioner or a licensed
physician or a licensed dentist.

(5) All second level appeal decisions shall be made, signed, and documented by a licensed
practitioner in the same or a similar general specialty as typically manages the medical condition,
procedure, or treatment under discussion.

(6) The review agent shall maintain records of written appeals and their resolution, and
shall provide reports as requested by the department.

(c) The review agency must conform to the following requirements when making its
adverse determination and appeal decisions:

(1) The review agent must assure that the licensed practitioner or licensed physician is
reasonably available to review the case as required under subdivision 32 17.129(2)(7) and shall
conform to the following:

(i) Each agency peer reviewer shall have access to and review all necessary information as
requested by the agency and/or submitted by the provider(s) and/or patients;

(ii) The review agent shall maintain and make available a written description of the appeal
procedure by which either the patient or the provider of record may seek review of determinations
not to authorize a health care service. The process established by each review agent may include a
reasonable period within which an appeal must be filed to be considered and that period shall not
be less than sixty (60) days.

(iii) The review agent shall notify, in writing, the patient and provider of record of its
decision on the appeal as soon as practical, but in no case later than fifteen (15) or twenty-one (21)
business days if verbal notice is given within fifteen (15) business days after receiving the required
documentation on the appeal.

(iv) The review agent shall also provide for an expedited appeals process for emergency or
life threatening situations. Each review agent shall complete the adjudication of expedited appeals
within two (2) business days of the date the appeal is filed and all information necessary to complete
the appeal is received by the review agent.

(v) All first level appeals of determinations not to authorize a health care service that had
been ordered by a physician, dentist, or other practitioner shall be made, documented, and signed
by a licensed practitioner with the same licensure status as the ordering practitioner or a licensed
physician or a licensed dentist.

(vi) All second level appeal decisions shall be made, signed, and documented by a licensed
practitioner in the same or a similar general specialty as typically manages the medical condition,
procedure, or treatment under discussion.

(vii) The review agent shall maintain records of written appeals and their resolution, and
shall provide reports as requested by the department.
(ii) Each agency shall provide accurate peer review contact information to the provider at the time of service, if requested, and/or prior to such service, if requested. This contact information must provide a mechanism for direct communication with the agency’s peer reviewer;

(iii) Agency peer reviewers shall respond to the provider’s request for a two-way direct communication defined in subdivision 23-17.12-9(a)(7)(iv) as follows:

(A) For a prospective review of urgent and non-emergent health care services, a response within one business day of the request for a response;

(B) For concurrent and prospective reviews of urgent and emergent health care services, a response within a reasonable period of time of the request for a review;

(C) For retrospective reviews, prior to the first level appeal decision.

(iv) The review agency will have met the requirements of a two-way direct communication when requested and/or as required prior to the first level of appeal, when it has made two (2) reasonable attempts to contact the attending provider directly.

(v) Repeated violations of this section shall be deemed to be substantial violations pursuant to § 23-17.12-14 and shall be cause for the imposition of penalties under that section.

(2) No reviewer at any level under this section shall be compensated or paid a bonus or incentive based on making or upholding an adverse determination.

(3) No reviewer under this section who has been involved in prior reviews of the case under appeal or who has participated in the direct care of the patient may participate as the sole reviewer in reviewing a case under appeal; provided, however, that when new information has been made available at the first level of appeal, then the review may be conducted by the same reviewer who made the initial adverse determination.

(4) A review agent is only entitled to review information or data relevant to the utilization review process. A review agent may not disclose or publish individual medical records or any confidential medical information obtained in the performance of utilization review activities. A review agent shall be considered a third party health insurer for the purposes of § 5-37.3-6(b)(6) of this state and shall be required to maintain the security procedures mandated in § 5-37.3-4(c).

(5) Notwithstanding any other provision of law, the review agent, the department, and all other parties privy to information which is the subject of this chapter shall comply with all state and federal confidentiality laws, including, but not limited to, chapter 37.3 of title 5 (Confidentiality of Health Care Communications and Information Act) and specifically § 5-37.3-4(c), which requires limitation on the distribution of information which is the subject of this chapter on a “need to know” basis, and § 40-1.5-26.

(6) The department may, in response to a complaint that is provided in written form to the
review agent, review an appeal regarding any adverse determination, and may request information of the review agent, provider or patient regarding the status, outcome or rationale regarding the decision.

(d) The requirement that each review agent shall utilize and provide upon request, by Rhode Island licensed hospitals and the Rhode Island Medical Society, in either electronic or paper format, written, medically acceptable, screening criteria and review procedures which are established and periodically evaluated and updated with appropriate consultation with Rhode Island licensed physicians, hospitals, including practicing physicians, and other health care providers in the same specialty as would typically treat the services subject to the criteria as follows:

(1) Utilization review agents shall consult with no fewer than five (5) Rhode Island licensed physicians or other health care providers. Further, in instances where the screening criteria and review procedures are applicable to inpatients and/or outpatients of hospitals, the medical director of each licensed hospital in Rhode Island shall also be consulted. Utilization review agents who utilize screening criteria and review procedures provided by another entity may satisfy the requirements of this section if the utilization review agent demonstrates to the satisfaction of the director that the entity furnishing the screening criteria and review procedures has complied with the requirements of this section.

(2) Utilization review agents seeking initial certification shall conduct the consultation for all screening and review criteria to be utilized. Utilization review agents who have been certified for one year or longer shall be required to conduct the consultation on a periodic basis for the utilization review agent’s highest volume services subject to utilization review during the prior year; services subject to the highest volume of adverse determinations during the prior year; and for any additional services identified by the director.

(3) Utilization review agents shall not include in the consultations as required under paragraph (1) of this subdivision, any physicians or other health services providers who have financial relationships with the utilization review agent other than financial relationships for provisions of direct patient care to utilization review agent enrollees and reasonable compensation for consultation as required by paragraph (1) of this subdivision.

(4) All documentation regarding required consultations, including comments and/or recommendations provided by the health care providers involved in the review of the screening criteria, as well as the utilization review agent’s action plan or comments on any recommendations, shall be in writing and shall be furnished to the department on request. The documentation shall also be provided on request to any licensed health care provider at a nominal cost that is sufficient to cover the utilization review agent’s reasonable costs of copying and mailing.
(5) Utilization review agents may utilize non-Rhode Island licensed physicians or other health care providers to provide the consultation as required under paragraph (1) of this subdivision, when the utilization review agent can demonstrate to the satisfaction of the director that the related services are not currently provided in Rhode Island or that another substantial reason requires such approach.

(6) Utilization review agents whose annualized data reported to the department demonstrate that the utilization review agent will review fewer than five hundred (500) such requests for authorization may request a variance from the requirements of this section.

23-17.12-10. External appeal requirements.

(a) In cases where the second level of appeal to reverse an adverse determination is unsuccessful, the review agent shall provide for an external appeal by an unrelated and objective appeal agency, selected by the director. The director shall promulgate rules and regulations including, but not limited to, criteria for designation, operation, policy, oversight, and termination of designation as an external appeal agency. The external appeal agency shall not be required to be certified under this chapter for activities conducted pursuant to its designation.

(b) The external appeal shall have the following characteristics:

(1) The external appeal review and decision shall be based on the medical necessity for the health care or service and the appropriateness of service delivery for which authorization has been denied.

(2) Neutral physicians, dentists, or other practitioners in the same or similar general specialty as typically manages the health care service shall be utilized to make the external appeal decisions.

(3) Neutral physicians, dentists, or other practitioners shall be selected from lists:

(i) Mutually agreed upon by the provider associations, insurers, and the purchasers of health services; and

(ii) Used during a twelve (12) month period as the source of names for neutral physician, dentist, or other practitioner reviewers.

(4) The neutral physician, dentist, or other practitioner may confer either directly with the review agent and provider, or with physicians or dentists appointed to represent them.

(5) Payment for the appeal fee charged by the neutral physician, dentist, or other practitioner shall be shared equally between the two (2) parties to the appeal; provided, however, that if the decision of the utilization review agent is overturned, the appealing party shall be reimbursed by the utilization review agent for their share of the appeal fee paid under this subsection.
(6) The decision of the external appeal agency shall be binding; however, any person who is aggrieved by a final decision of the external appeal agency is entitled to judicial review in a court of competent jurisdiction.


23-17.12-12. Reporting requirements.

(a) The department shall establish reporting requirements to determine if the utilization review programs are in compliance with the provisions of this chapter and applicable regulations.

(b) By November 14, 2014, the department shall report to the general assembly regarding hospital admission practices and procedures and the effects of such practices and procedures on the care and wellbeing of patients who present behavioral healthcare conditions on an emergency basis. The report shall be developed with the cooperation of the department of behavioral healthcare, developmental disabilities, and hospitals and of the department of children, youth, and families, and shall recommend changes to state law and regulation to address any necessary and appropriate revisions to the department's regulations related to utilization review based on the Federal Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA) and the Patient Protection and Affordable Care Act, Pub. L. 111-148, and the state's regulatory interpretation of parity in insurance coverage of behavioral healthcare. These recommended or adopted revisions to the department's regulations shall include, but not be limited to:

(1) Adverse determination and internal appeals, with particular regard to the time necessary to complete a review of urgent and/or emergent services for patients with behavioral health needs;

(2) External appeal requirements;

(3) The process for investigating whether insurers and agents are complying with the provisions of chapter 17.12 of title 23 in light of parity in insurance coverage for behavioral healthcare, with particular regard to emergency admissions; and

(4) Enforcement of the provisions of chapter 17.12 of title 23 in light of insurance parity for behavioral healthcare.


The director shall periodically provide a list of private review agents issued certificates and the renewal date for those certificates to all licensed health care facilities and any other individual or organization requesting the list.


A person who substantially violates any provision of this chapter or any regulation adopted under this chapter or who submits any false information in an application required by this chapter is guilty of a misdemeanor and on conviction is subject to a penalty not exceeding five thousand
dollars ($5,000).


The director shall issue an annual report to the governor and the general assembly concerning the conduct of utilization review in the state. The report shall include a description of utilization programs and the services they provide, an analysis of complaints filed against private review agents by patients or providers and an evaluation of the impact of utilization review programs on patient access to care.


The proceeds of any fees, monetary penalties, and fines collected pursuant to the provisions of this chapter shall be deposited as general revenues.


If any provision of this chapter or the application of any provision to any person or circumstance shall be held invalid, that invalidity shall not affect the provisions or application of this chapter which can be given effect without the invalid provision or application, and to this end the provisions of this chapter are declared to be severable.

SECTION 2. Chapter 23-17.13 of the General Laws entitled "Health Care Accessibility and Quality Assurance Act" is hereby repealed in its entirety.

CHAPTER 23

Health Care Accessibility and Quality Assurance Act

23-17.13-1. Purpose.

The legislature declares that:

(1) It is in the best interest of the public that those individuals and care entities involved with the delivery of plan coverage in our state meet the standards of this chapter to insure accessibility and quality for the state's patients;

(2) Nothing in the legislation is intended to prohibit a health care entity or contractor from forming limited networks of providers; and

(3) It is a vital state function to establish these standards for the conduct of health plans by a health care entity in Rhode Island.


As used in this chapter:

(1) “Adverse decision” means any decision by a review agent not to certify an admission, service, procedure, or extension of stay. A decision by a reviewing agent to certify an admission, service, or procedure in an alternative treatment setting, or to certify a modified extension of stay, shall not constitute an adverse decision if the reviewing agent and the requesting provider are in
agreement regarding the decision.

(2) “Contractor” means a person/entity that:

   (i) Establishes, operates or maintains a network of participating providers;

   (ii) Contracts with an insurance company, a hospital or medical or dental service plan, an employer, whether under written or self-insured, an employee organization, or any other entity providing coverage for health care services to administer a plan; and/or

   (iii) Conducts or arranges for utilization review activities pursuant to chapter 17.12 of this title.

(3) “Direct service ratio” means the amount of premium dollars expended by the plan for covered services provided to enrollees on a plan’s fiscal year basis.

(4) “Director” means the director of the department of health.

(5) “Emergency services” has the same meaning as the meaning contained in the rules and regulations promulgated pursuant to chapter 12.3 of title 42, as may be amended from time to time, and includes the sudden onset of a medical or mental condition that the absence of immediate medical attention could reasonably be expected to result in placing the patient’s health in serious jeopardy, serious impairment to bodily or mental functions, or serious dysfunction of any bodily organ or part.

(6) “Health care entity” means a licensed insurance company, hospital, or dental or medical service plan or health maintenance organization, or a contractor as described in subdivision (2), that operates a health plan.

(7) “Health care services” includes, but is not limited to, medical, mental health, substance abuse, and dental services.

(8) “Health plan” means a plan operated by a health care entity as described in subdivision (6) that provides for the delivery of care services to persons enrolled in the plan through:

   (i) Arrangements with selected providers to furnish health care services; and/or

   (ii) Financial incentives for persons enrolled in the plan to use the participating providers and procedures provided for by the plan.

(9) “Provider” means a physician, hospital, pharmacy, laboratory, dentist, or other state licensed or other state recognized provider of health care services or supplies, and whose services are recognized pursuant to 213(d) of the Internal Revenue Code, 26 U.S.C. § 213(d), that has entered into an agreement with a health care entity as described in subdivision (6) or contractor as described in subdivision (2) to provide these services or supplies to a patient enrolled in a plan.

(10) “Provider incentive plan” means any compensation arrangement between a health care entity or plan and a provider or provider group that may directly or indirectly have the effect of...
reducing or limiting services provided with respect to an individual enrolled in a plan.

(11) “Qualified health plan” means a plan that the director of the department of health certified, upon application by the program, as meeting the requirements of this chapter.

(12) “Qualified utilization review program” means utilization review program that meets the requirements of chapter 17.12 of this title.

(13) “Most favored rate clause” means a provision in a provider contract whereby the rates or fees to be paid by a health plan are fixed, established or adjusted to be equal to or lower than the rates or fees paid to the provider by any other health plan or third party payer.


(a) Certification process.

(1) Certification.

(i) The director shall establish a process for certification of health plans meeting the requirements of certification in subsection (b).

(ii) The director shall act upon the health plan’s completed application for certification within ninety (90) days of receipt of such application for certification.

(2) Review and recertification. To ensure compliance with subsection (b), the director shall establish procedures for the periodic review and recertification of qualified health plans not less than every five (5) years; provided, however, that the director may review the certification of a qualified health plan at any time if there exists evidence that a qualified health plan may be in violation of subsection (b).

(3) Cost of certification. The total cost of obtaining and maintaining certification under this title and compliance with the requirements of the applicable rules and regulations are borne by the entities so certified and shall be one hundred and fifty percent (150%) of the total salaries paid to the certifying personnel of the department engaged in those certifications less any salary reimbursements and shall be paid to the director to and for the use of the department. That assessment shall be in addition to any taxes and fees otherwise payable to the state.

(4) Standard definitions. To help ensure a patient’s ability to make informed decisions regarding their health care, the director shall promulgate regulation(s) to provide for standardized definitions (unless defined in existing statute) of the following terms in this subdivision, provided, however, that no definition shall be construed to require a health care entity to add any benefit, to increase the scope of any benefit, or to increase any benefit under any contract:

(i) Allowable charge;

(ii) Capitation;

(iii) Co-payments;
(iv) Co-insurance;
(v) Credentialing;
(vi) Formulary;
(vii) Grace period;
(viii) Indemnity insurance;
(ix) In-patient care;
(x) Maximum lifetime cap;
(xi) Medical necessity;
(xii) Out-of-network;
(xiii) Out-patient;
(xiv) Pre-existing conditions;
(xv) Risk sharing;
(xvi) Second opinion;
(xvii) Provider network;
(xviii) Urgent care.

(b) Requirements for certification. The director shall establish standards and procedures for the certification of qualified health plans that conduct business in this state and who have demonstrated the ability to ensure that health care services will be provided in a manner to assure availability and accessibility, adequate personnel and facilities, and continuity of service, and has demonstrated arrangements for ongoing quality assurance programs regarding care processes and outcomes; other standards shall consist of, but are not limited to, the following:

(1) Prospective and current enrollees in health plans must be provided information as to the terms and conditions of the plan consistent with the rules and regulations promulgated under chapter 12.3 of title 42 so that they can make informed decisions about accepting and utilizing the health care services of the health plan. This must be standardized so that customers can compare the attributes of the plans, and all information required by this paragraph shall be updated at intervals determined by the director. Of those items required under this section, the director shall also determine which items shall be routinely distributed to prospective and current enrollees as listed in this subsection and which items may be made available upon request. The items to be disclosed are:

(i) Coverage provisions, benefits, and any restriction or limitations on health care services, including but not limited to, any exclusions as follows: by category of service, and if applicable, by specific service, by technology, procedure, medication, provider, or treatment modality,
(ii) Experimental treatment modalities that are subject to change with the advent of new technology may be listed solely by the broad category “Experimental Treatments”. The information provided to consumers shall include the plan’s telephone number and address where enrollees may call or write for more information or to register a complaint regarding the plan or coverage provision.

(2) Written statement of the enrollee’s right to seek a second opinion, and reimbursement if applicable.

(3) Written disclosure regarding the appeals process described in § 23-17-12.1 et seq. and in the rules and regulations for the utilization review of care services, promulgated by the department of health, the telephone numbers and addresses for the plan’s office which handles complaints as well as for the office which handles the appeals process under § 23-17-12.1 et seq. and the rules and regulations for the utilization of health.

(4) Written statement of prospective and current enrollees’ right to confidentiality of all health care record and information in the possession and/or control of the plan, its employees, its agents and parties with whom a contractual agreement exists to provide utilization review or who in any way have access to care information. A summary statement of the measures taken by the plan to ensure confidentiality of an individual’s health care records shall be disclosed.

(5) Written disclosure of the enrollee’s right to be free from discrimination by the health plan and the right to refuse treatment without jeopardizing future treatment.

(6) Written disclosure of a plan’s policy to direct enrollees to particular providers. Any limitations on reimbursement should the enrollee refuse the referral must be disclosed.

(7) A summary of prior authorization or other review requirements including preauthorization review, concurrent review, post-service review, post-payment review and any procedure that may lead the patient to be denied coverage for or not be provided a particular service.

(8) Any health plan that operates a provider incentive plan shall not enter into any compensation agreement with any provider of covered services or pharmaceutical manufacturer pursuant to which specific payment is made directly or indirectly to the provider as an inducement or incentive to reduce or limit services, to reduce the length of stay or the use of alternative treatment settings or the use of a particular medication with respect to an individual patient, provided however, that capitation agreements and similar risk sharing arrangements are not prohibited.

(9) Health plans must disclose to prospective and current enrollees the existence of financial arrangements for capitated or other risk sharing arrangements that exist with providers in
a manner described in paragraphs (i), (ii), and (iii):

(i) “This health plan utilizes capitated arrangements, with its participating providers, or contains other similar risk sharing arrangements;

(ii) This health plan may include a capitated reimbursement arrangement or other similar risk sharing arrangement, and other financial arrangements with your provider;

(iii) This health plan is not capitated and does not contain other risk sharing arrangements.”

(10) Written disclosure of criteria for accessing emergency health care services as well as a statement of the plan’s policies regarding payment for examinations to determine if emergency health care services are necessary, the emergency care itself, and the necessary services following emergency treatment or stabilization. The health plan must respond to the request of the treating provider for post-stabilization treatment by approving or denying it as soon as possible.

(11) Explanation of how health plan limitations impact enrollees, including information on enrollee financial responsibility for payment for co-insurance, co-payment, or other non-covered, out-of-pocket, or out-of-plan services. This shall include information on deductibles and benefits limitations including, but not limited to, annual limits and maximum lifetime benefits.

(12) The terms under which the health plan may be renewed by the plan enrollee, including any reservation by the plan of any right to increase premiums.

(13) Summary of criteria used to authorize treatment.

(14) A schedule of revenues and expenses, including direct service ratios and other statistical information which meets the requirements set forth below on a form prescribed by the director.

(15) Plan costs of health care services, including but not limited to all of the following:

(i) Physician services;

(ii) Hospital services, including both inpatients and outpatient services;

(iii) Other professional services;

(iv) Pharmacy services, excluding pharmaceutical products dispensed in a physician's office;

(v) Health education;

(vi) Substance abuse services and mental health services.

(16) Plan complaint, adverse decision, and prior authorization statistics. This statistical data shall be updated annually:

(i) The ratio of the number of complaints received to the total number of covered persons, reported by category, listed in paragraphs (b)(15)(i) -- (vi);

(ii) The ratio of the number of adverse decisions issued to the number of complaints
received, reported by category;

(iii) The ratio of the number of prior authorizations denied to the number of prior
authorizations requested, reported by category;

(iv) The ratio of the number of successful enrollee appeals to the total number of appeals
filed.

(17) Plans must demonstrate that:

(i) They have reasonable access to providers, so that all covered health care services will
be provided. This requirement cannot be waived and must be met in all areas where the health plan
has enrollees;

(ii) Urgent health care services, if covered, shall be available within a time frame that meets
standards set by the director.

(18) A comprehensive list of participating providers listed by office location, specialty if
applicable, and other information as determined by the director, updated annually.

(19) Plans must provide to the director, at intervals determined by the director, enrollee
satisfaction measures. The director is authorized to specify reasonable requirements for these
measures consistent with industry standards to assure an acceptable degree of statistical validity
and comparability of satisfaction measures over time and among plans. The director shall publish
periodic reports for the public providing information on health plan enrollee satisfaction.

(c) Issuance of certification.

(1) Upon receipt of an application for certification, the director shall notify and afford the
public an opportunity to comment upon the application.

(2) A health care plan will meet the requirements of certification, subsection (b) by
providing information required in subsection (b) to any state or federal agency in conformance with
any other applicable state or federal law, or in conformity with standards adopted by an accrediting
organization provided that the director determines that the information is substantially similar to
the previously mentioned requirements and is presented in a format that provides a meaningful
comparison between health plans.

(3) All health plans shall be required to establish a mechanism, under which providers,
including local providers participating in the plan, provide input into the plan's health care policy,
including technology, medications and procedures, utilization review criteria and procedures,
quality and credentialing criteria, and medical management procedures.

(4) All health plans shall be required to establish a mechanism under which local individual
subscribers to the plan provide input into the plan's procedures and processes regarding the delivery
of health care services.
(5) A health plan shall not refuse to contract with or compensate for covered services an otherwise eligible provider or non-participating provider solely because that provider has in good faith communicated with one or more of his or her patients regarding the provisions, terms or requirements of the insurer’s products as they relate to the needs of that provider’s patients.

(6) (i) All health plans shall be required to publicly notify providers within the health plan’s geographic service area of the opportunity to apply for credentials. This notification process shall be required only when the plan contemplates adding additional providers and may be specific as to geographic area and provider specialty. Any provider not selected by the health plan may be placed on a waiting list.

(ii) This credentialing process shall begin upon acceptance of an application from a provider to the plan for inclusion.

(iii) Each application shall be reviewed by the plan’s credentialing body.

(iv) All health plans shall develop and maintain credentialing criteria to be utilized in adding providers from the plans’ network. Credentialing criteria shall be based on input from providers credentialed in the plan and these standards shall be available to applicants. When economic considerations are part of the decisions, the criteria must be available to applicants. Any economic profiling must factor the specialty utilization and practice patterns and general information comparing the applicant to his or her peers in the same specialty will be made available. Any economic profiling of providers must be adjusted to recognize case mix, severity of illness, age of patients and other features of a provider’s practice that may account for higher than or lower than expected costs. Profiles must be made available to those so profiled.

(7) A health plan shall not exclude a provider of covered services from participation in its provider network based solely on:

(i) The provider’s degree or license as applicable under state law; or

(ii) The provider of covered services lack of affiliation with, or admitting privileges at a hospital, if that lack of affiliation is due solely to the provider’s type of license.

(8) Health plans shall not discriminate against providers solely because the provider treats a substantial number of patients who require expensive or uncompensated medical care.

(9) The applicant shall be provided with all reasons used if the application is denied.

(10) Plans shall not be allowed to include clauses in physician or other provider contracts that allow for the plan to terminate the contract “without cause;” provided, however, cause shall include lack of need due to economic considerations.

(11) (i) There shall be due process for non-institutional providers for all adverse decisions resulting in a change of privileges of a credentialed non-institutional provider. The details of the
A health plan's due process shall be included in the plan's provider contracts. 

(ii) A health plan is deemed to have met the adequate notice and hearing requirement of this section with respect to a non-institutional provider if the following conditions are met (or are waived voluntarily by the non-institutional provider): 

(A) The provider shall be notified of the proposed actions and the reasons for the proposed action. 

(B) The provider shall be given the opportunity to contest the proposed action. 

(C) The health plan has developed an internal appeals process that has reasonable time limits for the resolution of an internal appeal. 

12. If the plan places a provider or provider group at financial risk for services not provided, the plan must require that a provider or group has met all appropriate standards of the department of business regulation. 

13. A health plan shall not include a most-favored rate clause in a provider contract. 

23-17.13-4. Penalties and enforcement. 

(a) The director of the department of health may, in lieu of the suspension or revocation of a license, levy an administrative penalty in an amount not less than five hundred dollars ($500) nor more than fifty thousand dollars ($50,000), if reasonable notice, in writing, is given of the intent to levy the penalty and the particular health organization has a reasonable time in which to remedy the defect in its operations which gave rise to the penalty citation. The director of health may augment this penalty by an amount equal to the sum that the director calculates to be the damages suffered by enrollees or other members of the public. 

(b) Any person who knowingly and willfully violates this chapter shall be guilty of a misdemeanor and may be punished by a fine not to exceed five hundred dollars ($500) or by imprisonment for a period not exceeding one year, or both. 

(c)(1) If the director of health shall for any reason have cause to believe that any violation of this chapter has occurred or is threatened, the director of health may give notice to the particular health organization and to their representatives, or other persons who appear to be involved in the suspected violation, to arrange a conference with the alleged violators or their authorized representatives for the purpose of attempting to ascertain the facts relating to the suspected violation, and, in the event it appears that any violation has occurred or is threatened, to arrive at an adequate and effective means of correcting or preventing the violation; 

(2) Proceedings under this subsection shall be governed by chapter 35 of title 42. 

(d)(1) The director of health may issue an order directing a particular health organization or a representative of that health organization to cease and desist from engaging in any act or
practice in violation of the provisions of this chapter;

(2) Within thirty (30) days after service of the order to cease and desist, the respondent may request a hearing on the question of whether acts or practices in violation of this chapter have occurred. Those hearings shall be conducted pursuant to §§ 42-35-9 through 42-35-13, and judicial review shall be available as provided by §§ 42-35-15 and 42-35-16.

(e) In the case of any violation of the provisions of this chapter, if the director of health elects not to issue a cease and desist order, or in the event of noncompliance with a cease and desist order issued pursuant to subsection (d), the director of health may institute a proceeding to obtain injunctive relief, or seeking other appropriate relief, in the superior court for the county of Providence.


If any section, clause, or provision of this chapter shall be held either unconstitutional or ineffective in whole or in part to the extent that it is not unconstitutional or ineffective, it shall be valid and effective and no other section, clause or provision shall on account thereof be termed invalid or ineffective.

23-17.13-6. Contracts with providers for dental services.

(a) No contract between a dental plan of a health care entity and a dentist for the provision of services to patients may require that a dentist provide services to its subscribers at a fee set by the health care entity unless said services are covered services under the applicable subscriber agreement. “Covered services,” as used herein, means services reimbursable under the applicable subscriber agreement, subject to such contractual limitations on subscriber benefits as may apply, including, for example, deductibles, waiting period or frequency limitations.

(b) For the purposes of this section “dental plan” shall include any policy of insurance which is issued by a health care entity which provides for coverage of dental services not in connection with a medical plan.

23-17.13-7. Contracts with providers and optometric services.

(a) No contract between an eye care provider and a company offering accident and sickness insurance as defined in chapter 18 of title 27; a nonprofit medical service corporation as defined in chapter 20 of title 27; or a health maintenance organization as defined in chapter 41 of title 27; or a vision plan, may require that an eye care provider provide services or materials to its subscribers at a fee set by the insurer or vision plan unless the insurer or vision plan compensates the eye care provider for the provision of such services or materials to the patient. Reimbursement paid by the insurer or vision plan for covered services and materials shall not provide nominal reimbursement in order to claim that services and materials are covered services.
(b) (1) "Services" means services and materials for which reimbursement from the vision plan is provided for by an enrollee's plan contract, or for which a reimbursement would be available but for the application of the enrollee's contractual limitations of deductibles, copayments, or coinsurance.

(2) "Materials" means and includes, but is not limited to, lenses, devices containing lenses, prisms, lens treatments and coatings, contact lenses, orthoptics, vision training, and prosthetic devices to correct, relieve, or treat defects or abnormal conditions of the human eye or its adnexa.

(3) "Eye care provider" means an optometrist, optician, or ophthalmologist.

SECTION 3. Chapter 23-17.18 of the General Laws entitled "Health Plan Modification Act" is hereby repealed in its entirety.

CHAPTER 23-17.18

Health Plan Modification Act

23-17.18-1. Modification of health plans.

(a) A health plan may materially modify the terms of a participating agreement it maintains with a physician only if the plan disseminates in writing by mail to the physician the contents of the proposed modification and an explanation, in nontechnical terms, of the modification's impact.

(b) The health plan shall provide the physician an opportunity to amend or terminate the physician contract with the health plan within sixty (60) days of receipt of the notice of modification. Any termination of a physician contract made pursuant to this section shall be effective fifteen (15) calendar days from the mailing of the notice of termination in writing by mail to the health plan. The termination shall not affect the method of payment or reduce the amount of reimbursement to the physician by the health plan for any patient in active treatment for an acute medical condition at the time the patient's physician terminates his, her, or its physician contract with the health plan until the active treatment is concluded or, if earlier, one year after the termination; and, with respect to the patient, during the active treatment period the physician shall be subject to all the terms and conditions of the terminated physician contract, including but not limited to, all reimbursement provisions which limit the patient's liability.

(c) Nothing in this section shall apply to accident only, specified disease, hospital indemnity, Medicare supplement, long-term care, disability income, or other limited benefit health insurance policies.

SECTION 4. Title 27 of the General Laws entitled "INSURANCE" is hereby amended by adding thereto the following chapter:

CHAPTER 18.8

HEALTH CARE ACCESSIBILITY AND QUALITY ASSURANCE ACT
27-18.8-1. Purpose.

The legislature declares that:

(1) It is in the best interest of the public that those individuals and health care entities involved with the delivery of health plan coverage in our state meet the standards of this chapter to ensure accessibility and quality for the state's patients; and

(2) Nothing in this legislation is intended to prohibit a health care entity from forming limited networks of providers; and

(3) It is a vital state function to establish these standards for the conduct of health care entities in Rhode Island and for public health well-being; and

(4) Nothing in this chapter is intended to prohibit or discourage the health insurance commissioner from consulting or collaborating with the department of health, or any other state or federal agency, to the extent the commissioner in his or her discretion determines such consultation and/or collaboration is necessary and/or appropriate for the administration and enforcement of this chapter.


As used in this chapter:

(1) "Adverse benefit determination" means a decision not to authorize a health care service, including a denial, reduction, or termination of, or a failure to provide or make a payment, in whole or in part, for a benefit. A decision by a utilization review agent to authorize a health care service in an alternative setting, a modified extension of stay, or an alternative treatment shall not constitute an adverse determination if the review agent and provider are in agreement regarding the decision. Adverse benefit determinations include:

(i) "Administrative adverse benefit determinations," meaning any adverse benefit determination that does not require the use of medical judgment or clinical criteria such as a determination of an individual's eligibility to participate in coverage, a determination that a benefit is not a covered benefit, or any rescission of coverage; and

(ii) "Non-administrative adverse benefit determinations," meaning any adverse benefit determination that requires or involves the use of medical judgement or clinical criteria to determine whether the service reviewed is medically necessary and/or appropriate. This includes the denial of treatments determined to be experimental or investigational, and any denial of coverage of a prescription drug because that drug is not on the health care entity's formulary.

(2) "Appeal" or "internal appeal" means a subsequent review of an adverse benefit determination upon request by a claimant to include the beneficiary or provider to reconsider all or part of the original adverse benefit determination.
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(3) "Authorized representative" means an individual acting on behalf of the beneficiary and shall include: the ordering provider; any individual to whom the beneficiary has given express written consent to act on his or her behalf; a person authorized by law to provide substituted consent for the beneficiary; and, when the beneficiary is unable to provide consent, a family member of the beneficiary.

(4) "Beneficiary" means a policy holder subscriber, enrollee, or other individual participating in a health benefit plan.

(5) "Benefit determination" means a decision to approve or deny a request to provide or make payment for a health care service.

(6) "Certificate" means a certificate granted by the commissioner to a health care entity meeting the requirements of this Act chapter.

(7) "Commissioner" means the commissioner of the office of the health insurance commissioner.

(8) "Complaint" means an oral or written expression of dissatisfaction by a beneficiary, authorized representative, or provider. The appeal of an adverse benefit determination is not considered a complaint.

(9) "Delegate" means a person or entity authorized pursuant to a delegation of authority or directly or re-delegation of authority, by a health care entity or network plan to perform one or more of the functions and responsibilities of a health care entity and/or network plan set forth in this Act chapter or regulations or guidance promulgated thereunder.

(10) "Emergency services" or "emergent services" means those resources provided in the event of the sudden onset of a medical, behavioral health, or other health condition that the absence of immediate medical attention could reasonably be expected, by a prudent layperson, to result in placing the patient's health in serious jeopardy, serious impairment to bodily or mental functions, or serious dysfunction of any bodily organ or part.

(11) "Health benefit plan" or "health plan" means a policy, contract, certificate, or agreement entered into, offered, or issued by a health care entity to provide, deliver, arrange for, pay for, or reimburse any of the costs of health care services.

(12) "Health care entity" means an insurance company licensed, or required to be licensed, by the state of Rhode Island or other entity subject to the jurisdiction of the commissioner or the jurisdiction of the department of business regulation that contracts or offers to contract, or enters into an agreement to provide, deliver, arrange for, pay for, or reimburse any of the costs of health care services, including, without limitation: a for-profit or nonprofit hospital, medical or dental service corporation or plan, a health maintenance organization, a health insurance company, or any
other entity providing health insurance, accident and sickness insurance, health benefits, or health care services.

(13) "Health care services" means and includes, but is not limited to: an admission, diagnostic procedure, therapeutic procedure, treatment, extension of stay, the ordering and/or filling of formulary or non-formulary medications, and any other medical, behavioral, dental, vision care services, activities, or supplies that are covered by the beneficiary's health benefit plan.

(14) "Most-favored-rate clause" means a provision in a provider contract whereby the rates or fees to be paid by a health care entity are fixed, established, or adjusted to be equal to or lower than the rates or fees paid to the provider by any other health care entity.

(15) "Network" means the group or groups of participating providers providing health care services under a network plan.

(16) "Network Plan" means a health benefit plan or health plan that either requires a beneficiary to use, or creates incentives, including financial incentives, for a beneficiary to use the providers managed, owned, under contract with, or employed by the health care entity.

(17) "Office" means the office of the health insurance commissioner.

(18) "Professional provider" means an individual provider or health care professional licensed, accredited, or certified to perform specified health care services consistent with state law and who provides these health care services and is not part of a separate facility or institutional contract.

(19) "Provider" means a physician, hospital, professional provider, pharmacy, laboratory, dental, medical, or behavioral health provider, or other state-licensed or other state-recognized provider of health care or behavioral health services or supplies.

(20) "Tiered network" means a network that identifies and groups some or all types of providers into specific groups to which different provider reimbursement, beneficiary cost-sharing, or provider access requirements, or any combination thereof, apply for the same services.


(a) Certification and Recertification Process.

(1) A health care entity operating a network plan shall not enroll consumers into its plan unless the office has certified the network plan meeting the requirements herein.

(2) The commissioner shall act upon the health care entities' completed applications for certification of network plans, as determined by the commissioner, within ninety (90) calendar days of receipt of such applications for certification.

(3) To ensure compliance, the commissioner shall establish procedures for the periodic review and recertification of network plans at least every three (3) years; provided, however, that
the commissioner may review the certification of a network plan at any time and/or may require periodic compliance attestation from a health care entity if, in the commissioner's discretion, he or she deems it appropriate to do so.

(4) Cost of certification. The total cost of obtaining and maintaining a certificate under this title and in compliance with the requirements of the applicable rules and regulations shall be borne by the applicant and shall include one hundred fifty percent (150%) of the total salaries paid to the personnel engaged in certifications and ensuring compliance with the requirements herein and the applicable rules and regulations. These monies shall be paid to the commissioner to and for the use of the office and shall be in addition to any taxes and fees otherwise payable to the state.

(b) General requirements. The commissioner shall establish standards and procedures for the certification of network plans that have demonstrated the ability to ensure that health care services will be provided in a manner to ensure availability and accessibility, adequate personnel and facilities, and continuity of service, and have demonstrated arrangements for ongoing quality-assurance programs regarding care processes and outcomes. These standards shall consist of, but are not limited to, the following:

(1) As to each network plan, a health care entity must demonstrate it has a mechanism for beneficiaries and providers to appeal and grieve decisions and actions of the network plan and/or health care entity, including decisions or actions made by a delegate of the health care entity in relation to the network plan;

(2) As to each network plan, a health care entity must maintain a comprehensive list of participating providers that meets the requirements herein and provides additional information relevant to network adequacy;

(3) In the event of any substantial systemic changes in the health care entity, network plan, or any relevant delegate's certification information on file with the office, the health care entity shall submit notice and explanation of this change for approval by the commissioner at least thirty (30) calendar days prior to implementation of any such change;

(4) As to each network plan, a health care entity shall maintain a complaint resolution process acceptable to the office, whereby beneficiaries, their authorized representatives, their physicians, or other health care providers may seek resolution of complaints and other matters of which the health care entity has received oral or written notice;

(5) As to each network plan, a health care entity shall be required to establish a mechanism, under which providers, including local providers participating in the network plans, provide input into the plan's health care policy, including: technology, medications and procedures, utilization review criteria and procedures, quality and credentialing criteria, and medical management
procedures;

(6) As to each network plan, a health care entity shall be required to establish a mechanism under which beneficiaries provide input into the health care entity’s procedures and processes regarding the delivery of health care services; and

(7) As to each network plan, a health care entity must maintain a process, policies, and procedures for the modification of formularies to include notices to beneficiaries and providers when formularies change in accordance with all state and federal laws.

c) Network requirements. For each network plan, health care entities must ensure the following requirements are met:

(1) Maintain access to professional, facility, and other providers sufficient to provide coverage in a timely manner, of the benefits covered in the network plan and in a manner to assure that all covered services will be accessible without unreasonable delay;

(2) Establish a process acceptable to the commissioner to monitor the status of each network plan’s network adequacy not less frequently than quarterly;

(3) Establish and maintain a transition-of-care policy and process when a network has been narrowed, tiered, and/or providers (facilities and professional) have terminated contracts with the health care entity for that network plan;

(4) Establish a mechanism to provide the beneficiaries and consumers with up-to-date information on providers, in a form acceptable to the commissioner, to include:

(i) Location by city, town, county;

(ii) Specialty practice areas;

(iii) Affiliations/Admission/Privileges with facilities, including whether those facilities are in-network facilities; and

(iv) Whether the provider is accepting new patients.

d) Contracting and credentialing requirements.

(1) A health care entity shall not refuse to contract with, or compensate for, covered services of an otherwise eligible provider or non-participating provider solely because that provider has, in good faith, communicated with one or more of their patients regarding the provisions, terms, or requirements of the health care entity’s products as they relate to the needs of that provider’s patients.

(2) The health care entity or network plan provider contracting and credentialing process shall include the following:

(i) This credentialing process shall begin upon acceptance of a completed application from a provider to the health care entity or network plan for inclusion;
(ii) Each application shall be reviewed by the health care entity's or network plan's credentialing body; and

(iii) All health care entities or network plans shall develop and maintain credentialing criteria to be utilized in adding to provider networks. Credentialing criteria shall be based on input from providers credentialed in the health care entity or network plan and these standards shall be available to applicants. When economic considerations are part of the decisions, the criteria must be available to applicants. Any economic profiling must factor the specialty, utilization and practice patterns, and general information comparing the applicant to their peers in the same specialty will be made available. Any economic profiling of providers must be adjusted to recognize case mix, severity of illness, age of patients, and other features of a provider's practice that may account for higher than or lower than expected costs. Profiles must be made available to those so profiled.

(3) A health care entity or network plan shall not exclude a professional provider of covered services from participation in its provider network based solely on:

(i) The professional provider's degree or license as applicable under state law; or

(ii) The professional provider of covered services' lack of affiliation with, or admitting privileges at, a hospital, if that lack of affiliation is due solely to the professional provider's type of license.

(4) As to any network plan, health care entities shall not discriminate against providers solely because the provider treats a substantial number of patients who require expensive or uncompensated medical care.

(5) The applicant shall be provided with all reasons used if the application is denied.

(6) Health care entities or network plans shall not be allowed to include clauses in physician or other provider contracts that allow for the health care entity or network plan to terminate the contract "without cause"; provided, however, cause shall include lack of need due to economic considerations.

(7) There shall be due process for professional providers for all adverse decisions resulting in a change of privileges or contractual language of a credentialed professional provider.

(i) The details of the health care entity or network plan's due process shall be included in the professional provider contracts.

(ii) A health care entity or network plan is deemed to have met the adequate notice-and-hearing requirement of this section with respect to a professional provider if the following conditions are met (or are waived voluntarily by the professional provider):

(A) The professional provider shall be notified of the proposed actions and the reasons for the proposed action:
(B) The professional provider shall be given the opportunity to contest the proposed action;

and

(C) The health care entity has developed an appeals process that has reasonable time limits

for the resolution of the appeal.

(8) A health care entity or network plan shall not include a most-favored-rate clause in a

provider contract.

(9) A health entity or network plan may materially modify the terms of a participating

agreement it maintains with a professional provider only if it disseminates, in writing, by mail or

by electronic means to the professional provider, the contents of the proposed modification and an

explanation, in non-technical terms, of the modification's impact.

(10) The health care entity or network plan shall provide the professional provider an

opportunity to amend or terminate the professional provider contract within sixty (60) calendar

days of receipt of the notice of modification. Any termination of a professional provider contract

made pursuant to this section shall be effective fifteen (15) calendar days from the mailing of the

notice of termination, in writing, by mail to the health care entity or network plan. The termination

shall not affect the method of payment or reduce the amount of reimbursement to the professional

provider by the health care entity or network plan for any beneficiary in active treatment for an

acute medical condition at the time the beneficiary's professional provider terminates their his or

her professional provider contract with the health care entity or network plan until the active

treatment is concluded or, if earlier, one year after the termination; and, with respect to the

beneficiary, during the active treatment period the professional provider shall be subject to all the

terms and conditions of the terminated professional provider contract, including, but not limited to,

all reimbursement provisions which that limit the beneficiary's liability.

27-18.8-4. Contracts with providers for dental services.

(a) No contract between a dental plan of a health care entity and a dentist for the provision

of services to beneficiaries may require that a dentist provide services to its patients at a fee set by

the health care entity unless said services are covered services under the applicable subscriber

agreement. "Covered services," as used herein, means services reimbursable under the applicable

beneficiary agreement, subject to such contractual limitations on beneficiary benefits as may apply,

including, for example, deductibles, waiting period, or frequency limitations.

27-18.8-5. Contracts with providers and or optometric services.

(a) No contract between an eye care provider and a health care entity or vision plan may

require that an eye care provider provide services or materials to its beneficiaries at a fee set by the

insurer or vision plan, unless the insurer or vision plan compensates the eye care provider for the
provision of such services or materials to the beneficiary. Reimbursement paid by the insurer or
vision plan for covered services and materials shall not provide nominal reimbursement in order to
claim that services and materials are covered services.

(b)(1) "Services" means services and materials for which reimbursement from the vision
plan is provided for by a beneficiary's plan contract, or for which a reimbursement would be
available but for the application of the beneficiary's contractual limitations of deductibles,
copayments, or coinsurance.

(2) "Materials" means and includes, but is not limited to: lenses, devices containing lenses,
prisms, lens treatments and coatings, contact lenses, orthoptics, vision training, and prosthetic
devices to correct, relieve, or treat defects or abnormal conditions of the human eye or its adnexa.

(3) "Eye care provider" means an optometrist, optician, or ophthalmologist.

27-18.8-6. Reporting requirements.

The office shall establish reporting requirements to determine if health care entities and/or
network plans are in compliance with the provisions of this chapter and applicable regulations as
well as in compliance with applicable federal law.


The health insurance commissioner may promulgate such rules and regulations as are
necessary and proper to effectuate the purpose and for the efficient administration and enforcement
of this chapter.


Adopted pursuant to this chapter;

(a) The office may deny a certificate or certification upon review of the application if, upon
review of the application, it finds that the applicant proposing to establish a network plan does not
meet the standards required by this chapter or by any regulations promulgated pursuant to this
chapter.

(b) The office may revoke or suspend a certificate or certification and/or impose monetary
penalties not less than one hundred dollars ($100) and not to exceed fifty thousand dollars ($50,000)
per violation and/or impose an order requiring a monetary restitution or disgorgement payment in
an amount determined by the commissioner to reasonably reflect the amount of damages caused or
monies improperly obtained in any case in which:

(1) The network plan and/or health care entity fails to comply with the requirements of this
chapter or of regulations;

(2) The network plan and/or health care entity fails to comply with the criteria used by it
in its application for a certificate or certification; or
(3) The network plan and/or health care entity refuses to permit or fails to reasonably cooperate with an examination by the commissioner to determine compliance with the requirements of this chapter and regulations promulgated pursuant to the authority granted to the commissioner in this chapter. These determinations may involve consideration of any written grievances filed with the office against the network plan or health care entity by patients or providers.

(c) Any applicant for certification or certificate holder aggrieved by an order or a decision of the commissioner made under this chapter without a hearing may, within thirty (30) days after notice of the order or decision, make a written request to the office for a hearing on the order or decision pursuant to §42-35-15.

(d) The procedure governing hearings authorized by this section shall be in accordance with §§42-35-9 through 42-35-13 as stipulated in §42-35-14(a). A full and complete record shall be kept of all proceedings, and all testimony shall be recorded but need not be transcribed unless the decision is appealed pursuant to §42-35-15. A copy or copies of the transcript may be obtained by any interested party upon payment of the cost of preparing the copy or copies. Witnesses may be subpoenaed by either party.


For the purposes of this chapter, in addition to the provisions of §27-18.8-8, a health care entity or any person or entity conducting any activities requiring certification under this chapter shall be subject to the penalty and enforcement provisions of title 27 this title and chapters 14 and 14.5 of title 42 and the regulations promulgated thereunder in the same manner as a licensee or any person or entity conducting any activities requiring licensure or certification under title 27 this title.

27-18.8-10. Severability.

If any section, clause, or provision of this chapter shall be held either unconstitutional or ineffective in whole or in part, to the extent that it is not unconstitutional or ineffective, it shall be valid and effective and no other section, clause or provision shall on account thereof be termed invalid or ineffective.

SECTION 5. Title 27 of the General Laws entitled “INSURANCE” is hereby amended by adding thereto the following chapter:

CHAPTER 18.9

BENEFIT DETERMINATION AND UTILIZATION REVIEW ACT

27-18.9-1. Purpose of chapter.

(a) The purpose of this chapter is to:

(1) Promote the delivery of quality health care in a cost-effective manner;

(2) Foster greater coordination between health care providers, patients, health care entities,
health benefit plans and utilization-review entities to ensure public health well-being;

(3) Protect beneficiaries, businesses, and providers by ensuring that review agents are qualified to perform review activities and to make informed decisions on the medical necessity and appropriateness of medical care;

(4) Ensure that review agents maintain the confidentiality of medical records in accordance with applicable state and federal laws; and

(5) Interface and maintain compliance with federal benefit determination and adverse benefit determination requirements.

(b) Nothing in this chapter is intended to prohibit or discourage the health insurance commissioner from consulting or collaborating with the department of health, or any other state or federal agency, to the extent the commissioner in his or her discretion determines such consultation and/or collaboration is necessary and/or appropriate for the administration and enforcement of this chapter.


As used in this chapter, the following terms are defined as follows:

(1) "Adverse benefit determination" means a decision not to authorize a health care service, including a denial, reduction, or termination of, or a failure to provide or make a payment, in whole or in part, for a benefit. A decision by a utilization-review agent to authorize a health care service in an alternative setting, a modified extension of stay, or an alternative treatment shall not constitute an adverse determination if the review agent and provider are in agreement regarding the decision. Adverse benefit determinations include:

   (i) "Administrative adverse benefit determinations," meaning any adverse benefit determination that does not require the use of medical judgment or clinical criteria such as a determination of an individual's eligibility to participate in coverage, a determination that a benefit is not a covered benefit, or any rescission of coverage; and

   (ii) "Non-administrative adverse benefit determinations," meaning any adverse benefit determination that requires or involves the use of medical judgment or clinical criteria to determine whether the service being reviewed is medically necessary and/or appropriate. This includes the denial of treatments determined to be experimental or investigational, and any denial of coverage of a prescription drug because that drug is not on the health care entity's formulary.

(2) "Appeal" or "internal appeal" means a subsequent review of an adverse benefit determination upon request by a claimant to include the beneficiary or provider to reconsider all or part of the original adverse benefit determination.

(3) "Authorization" means a review by a review agent, performed according to this act.
chapter, concluding that the allocation of health care services ordered by a provider, given or
proposed to be given to a beneficiary, was approved or authorized.

(4) "Authorized representative" means an individual acting on behalf of the beneficiary and
shall include: the ordering provider; any individual to whom the beneficiary has given express
written consent to act on his or her behalf; a person authorized by law to provide substituted
consent for the beneficiary; and, when the beneficiary is unable to provide consent, a family
member of the beneficiary.

(5) "Beneficiary" means a policy-holder subscriber, enrollee, or other individual
participating in a health benefit plan.

(6) "Benefit determination" means a decision to approve or deny a request to provide or
make payment for a health care service or treatment.

(7) "Certificate" means a certificate granted by the commissioner to a review agent meeting
the requirements of this act chapter.

(8) "Claim" means a request for plan benefit(s) made by a claimant in accordance with the
health care entity's reasonable procedures for filing benefit claims. This shall include pre-service,
concurrent, and post-service claims.

(9) "Claimant" means a health care entity participant, beneficiary, and/or authorized
representative who makes a request for plan benefit(s).

(10) "Commissioner" means the health insurance commissioner.

(11) "Complaint" means an oral or written expression of dissatisfaction by a beneficiary,
authorized representative, or a provider. The appeal of an adverse benefit determination is not
considered a complaint.

(12) "Concurrent assessment" means an assessment of health care services conducted
during a beneficiary's hospital stay, course of treatment or services over a period of time, or for the
number of treatments. If the medical problem is ongoing, this assessment may include the review
of services after they have been rendered and billed.

(13) "Concurrent claim" means a request for a plan benefit(s) by a claimant that is for an
ongoing course of treatment or services over a period of time or for the number of treatments.

(14) "Delegate" means a person or entity authorized pursuant to a delegation of authority
or re-delegation of authority, by a health care entity or network plan to perform one or more of the
functions and responsibilities of a health care entity and/or network plan set forth in this Act,
chapter or regulations or guidance promulgated thereunder.

(15) "Emergency services" or "emergent services" means those resources provided in the
event of the sudden onset of a medical, behavioral health, or other health condition that the absence
of immediate medical attention could reasonably be expected, by a prudent layperson, to result in
placing the patient's health in serious jeopardy, serious impairment to bodily or mental functions,
or serious dysfunction of any bodily organ or part.

(16) “External review” means a review of a non-administrative adverse benefit
determination (including final internal adverse benefit determination) conducted pursuant to an
applicable external review process performed by an Independent Review Organization.

(17) “Final internal adverse benefit determination” means an adverse benefit
determination that has been upheld by a plan or issuer at the completion of the internal appeals
process or when the internal appeals process has been deemed exhausted as defined in §27-18.9-
7(b)(1) of this act.

(18) “External review decision” means a determination by an independent review
organization at the conclusion of the external review.

(19) “Health benefit plan” or “health plan” means a policy, contract, certificate, or
agreement entered into, offered, or issued by a health care entity to provide, deliver, arrange for,
pay for, or reimburse any of the costs of health care services.

(20) “Health care entity” means an insurance company licensed, or required to be licensed,
by the state of Rhode Island or other entity subject to the jurisdiction of the commissioner or the
jurisdiction of the department of business regulation pursuant to chapter 62 of title 42, that contracts
or offers to contract, or enters into an agreement to provide, deliver, arrange for, pay for, or
reimburse any of the costs of health care services, including, without limitation, a for-profit or
nonprofit hospital, medical or dental service corporation or plan, a health maintenance organization,
a health insurance company, or any other entity providing a plan of health insurance, accident and
sickness insurance, health benefits, or health care services.

(21) “Health care services” means and includes, but is not limited to: an admission,
diagnostic procedure, therapeutic procedure, treatment, extension of stay, the ordering and/or filling
of formulary or non-formulary medications, and any other medical, behavioral, dental, vision care
services, activities, or supplies that are covered by the beneficiary's health benefit plan.

(22) “Independent review organization” or “IRO” means an entity that conducts
independent external reviews of adverse benefit determinations or final internal adverse benefit
determinations.

(23) “Network” means the group or groups of participating providers providing health care
services under a network plan.

(24) “Network plan” means a health benefit plan or health plan that either requires a
beneficiary to use, or creates incentives, including financial incentives, for a beneficiary to use the
providers managed, owned, under contract with, or employed by the health care entity.

(25) "Office" means the office of the health insurance commissioner.

(26)(27) "Professional provider" means an individual provider or health care professional licensed, accredited, or certified to perform specified health care services consistent with state law and who provides health care services and is not part of a separate facility or institutional contract.

(27)(28) "Prospective assessment" and/or "pre-service assessment" mean an assessment of health care services prior to services being rendered.

(28)(26) "Pre-service claim" means the request for a plan benefit(s) by a claimant prior to a service being rendered and is not considered a concurrent claim.

(29) "Provider" means a physician, hospital, professional provider, pharmacy, laboratory, dental, medical, or behavioral health provider or other state-licensed or other state-recognized provider of health care or behavioral health services or supplies.

(30) "Retrospective assessment" and/or "post-service assessment" means an assessment of health care services that have been rendered. This shall not include reviews conducted when the review agency has been obtaining ongoing information.

(31) "Retrospective claim" or "post-service claim" means any claim for a health plan benefit that is not a pre-service or concurrent claim.

(32) "Review agent" means a person or health care entity performing benefit determination reviews that is either employed by, affiliated with, under contract with, or acting on behalf of a health care entity.

(33) "Same or similar specialty" means a practitioner who has the appropriate training and experience that is the same or similar as the attending provider in addition to experience in treating the same problems to include any potential complications as those under review.

(34) "Therapeutic interchange" means the interchange or substitution of a drug with a dissimilar chemical structure within the same therapeutic or pharmacological class that can be expected to have similar outcomes and similar adverse reaction profiles when given in equivalent doses, in accordance with protocols approved by the president of the medical staff or medical director and the director of pharmacy.

(35) "Tiered network" means a network that identifies and groups some or all types of providers into specific groups to which different provider reimbursement, beneficiary cost-sharing, or provider access requirements, or any combination thereof, apply for the same services.

(36) "Urgent health care services" includes those resources necessary to treat a symptomatic medical, mental health, substance use, or other health care condition that a prudent layperson, acting reasonably, would believe necessitates treatment within a twenty-four (24) hour
period of the onset of such a condition in order that the patient's health status not decline as a consequence. This does not include those conditions considered to be emergent health care services as defined in this section.

(37) "Utilization review" means the prospective, concurrent, or retrospective assessment of the medical necessity and/or appropriateness of the allocation of health care services of a provider, given or proposed to be given, to a beneficiary. Utilization review does not include:

(i) The therapeutic interchange of drugs or devices by a pharmacy operating as part of a licensed inpatient health care facility; or

(ii) The assessment by a pharmacist licensed pursuant to the provisions of chapter 19 of title 5, and practicing in a pharmacy operating as part of a licensed inpatient health care facility, in the interpretation, evaluation and implementation of medical orders, including assessments and/or comparisons involving formularies and medical orders.

(38) "Utilization review plan" means a description of the standards governing utilization review activities performed by a review agent.


(a) A review agent shall not conduct benefit determination reviews in the state unless the office has granted the review agent a certificate.

(b) Individuals shall not be required to hold a separate review agent certification under this chapter when acting as either an employee of, an affiliate of, a contractor for, or otherwise acting on behalf of a certified review agent.

(c) The commissioner shall establish a process for the certification of review agents meeting the requirements of certification.

(d) The commissioner shall establish procedures for the periodic review and recertification of review agents at least every three (3) years.

(e) A certificate issued under this chapter is not transferable, and the transfer of fifty percent (50%) or more of the ownership of a review agent shall be deemed a transfer.

(f) The office shall issue a review agent certificate to an applicant who or that has met the minimum standards defined in this chapter, and regulations promulgated in accordance with it, including the payment of any fees as required, and other applicable regulations of the office.

(g) In the event of any systemic changes in the review agent certification information on file with the office, the review agent shall submit notice and explanation of this change for approval by the commissioner at least thirty (30) calendar days prior to implementation of any such change.

(h) The total cost of obtaining and maintaining a review agent certification under this title and in compliance with the requirements of the applicable rules and regulations shall be borne by
the applicant and shall include one hundred fifty percent (150%) of the total salaries paid to the
personnel engaged in certifications and ensuring compliance with the requirements herein and
applicable rules and regulations. These monies shall be paid to the commissioner to and for the use
of the office and shall be in addition to any taxes and fees otherwise payable to the state.

(i) Notwithstanding any other provision of law, the review agent, the office, and all other
parties privy to information which that is the subject of this chapter shall comply with all state and
federal confidentiality laws, including, but not limited to, chapter 37.3 of title 5 (confidentiality of
health care communications and information act) and specifically §5-37.3-4(c), which requires
limitation on the distribution of information which that is the subject of this chapter on a "need to
know" basis, and §40.1-5-26.

(j) The office may, in response to a complaint or inquiry, review a benefit determination or
appeal and may request information of the review agent, provider, or beneficiary regarding the
status, outcome, or rationale regarding any decision. The review agent shall promptly respond to
any such requests by the office.

(k) The office shall adopt regulations necessary to implement the provisions of this chapter.

27-18.9-4. Application requirements.

An application for review agent certification or recertification shall include, but is not
limited to, documentation to evidence the following:

(a) Administrative and Non-Administrative Benefit Determinations:

(1) That the health care entity or its review agent provide beneficiaries and providers with
a summary of its benefit determination review programs and adverse benefit determination criteria
in a manner acceptable to the commissioner that includes a summary of the standards, procedures,
and methods to be used in evaluating proposed, concurrent, or delivered health care services;

(2) The circumstances, if any, under which review agent may be delegated to and evidence
that the delegated review agent is a certified review agent pursuant to the requirements of this act
chapter;

(3) A complaint resolution process acceptable to the commissioner, whereby beneficiaries
or other health care providers may seek resolution of complaints and other matters of which the
review agent has received notice;

(4) Policies and procedures to ensure that all applicable state and federal laws to protect
the confidentiality of individual medical records are followed;

(5) Requirements that no employee of, or other individual rendering an adverse benefit
determination or appeal decision may receive any financial or other incentives based upon the
number of denials of certification made by that employee or individual;
(6) Evidence that the review agent has not entered into a compensation agreement or contract with its employees or agents whereby the compensation of its employees or its agents is based, directly or indirectly, upon a reduction of services or the charges for those services, the reduction of length of stay, or use of alternative treatment settings;

(7) An adverse benefit determination and internal appeals process consistent with chapter 18.9 of title 27 and acceptable to the office, whereby beneficiaries, their physicians, or other health care service providers may seek prompt reconsideration or appeal of adverse benefit determinations by the review agent according to all state and federal requirements; and

(8) That the health care entity or its review agent has a mechanism to provide the beneficiary or claimant with a description of its claims procedures and any procedures for obtaining approvals as a prerequisite for obtaining a benefit or for obtaining coverage for such benefit. This description should, at a minimum, be placed in the summary of benefits document and available on the review agent's or the relevant health care entity's website and upon request from the claimant, his/her authorized representative and ordering providers.

(b) Non-administrative benefit determinations general requirements:

(1) Type and qualifications of personnel (employed or under contract) authorized to perform utilization review, including a requirement that only a provider with the same license status as the ordering professional provider or a licensed physician or dentist, is permitted to make a prospective or concurrent utilization review adverse benefit determinations;

(2) Requirement that a representative of the utilization review agent is reasonably accessible to beneficiaries and providers at least five (5) days a week during normal business hours in Rhode Island and during the hours of the agency's operations when conducting utilization review;

(3) Policies and procedures regarding the notification and conduct of patient interviews by the utilization review agent to include a process and assurances that such interviews do not disrupt care; and

(4) Requirement that the utilization review agent shall not impede the provision of health care services for treatment and/or hospitalization or other use of a provider's services or facilities for any beneficiary.

27-18.9-5. Administrative and non-administrative benefit determination procedural requirements.

(a) Procedural failure by claimant.

(1) In the event of the failure of claimant or an authorized representative to follow the health care entities claims procedures for a pre-service claim the health care entity or its review agent must:
(i) Notify claimant or the authorized representative, as appropriate, of this failure as soon as possible and no later than five (5) calendar days following the failure and this notification must also inform claimant of the proper procedures to file a pre-service claim; and

(ii) Notwithstanding the above, if the pre-service claim relates to urgent or emergent health care services, the health care entity or its review agent must notify and inform claimant or the authorized representative, as appropriate, of the failure and proper procedures within twenty-four (24) hours following the failure. Notification may be oral, unless written notification is requested by the claimant or authorized representative.

(2) Claimant must have stated name, specific medical condition or symptom and specific treatment, service, or product for which approval is requested and submitted to proper claim processing unit.

(b) Utilization review agent procedural requirements:

(1) All initial, prospective, and concurrent non-administrative, adverse benefit determinations of a health care service that had been ordered by a physician, dentist, or other practitioner shall be made, documented, and signed by a licensed practitioner with the same licensure status as the ordering provider;

(2) Utilization review agents are not prohibited from allowing appropriately qualified review agency staff from engaging in discussions with the attending provider, the attending provider's designee or appropriate health care facility and office personnel regarding alternative service and/or treatment options. Such a discussion shall not constitute an adverse benefit determination; provided, however, that any change to the attending provider's original order and/or any decision for an alternative level of care must be made and/or appropriately consented to by the attending provider or the provider's designee responsible for treating the beneficiary and must be documented by the review agent; and

(3) A utilization review agent shall not retrospectively deny authorization for health care services provided to a covered person when an authorization has been obtained for that service from the review agent unless the approval was based upon inaccurate information material to the review or the health care services were not provided consistent with the provider's submitted plan of care and/or any restrictions included in the prior approval granted by the review agent.


(a) Benefit determination notification timelines. A health care entity and/or its review agent shall comply with the following:

(1) For urgent or emergent health care services, benefit determinations (adverse or non-adverse) shall be made as soon as possible taking into account exigencies but not later than 72 hours
after receipt of the claim.

(2) For concurrent claims (adverse or non-adverse), no later than twenty-four (24) hours after receipt of the claim and prior to the expiration of the period of time or number of treatments.

The claim must have been made to the health care entity or review agent at least twenty-four (24) hours prior to the expiration of the period of time or number of treatments.

(3) For pre-service claims (adverse or non-adverse), within a reasonable period of time appropriate to the medical circumstances, but not later than fifteen (15) calendar days after the receipt of the claim. This may be extended up to fifteen (15) additional calendar days if required by special circumstances and claimant is noticed within the first fifteen (15) calendar-day period.

(4) For post-service claims adverse benefit determination no later than thirty (30) calendar days after the receipt of the claim. This may be extended for fifteen (15) calendar days if substantiated and claimant is noticed within the first thirty (30) calendar day period.

(5) Provision in the event of insufficient information from a claimant.

(i) For urgent or emergent care, the health care entity or review agent must notify claimant as soon as possible, depending on exigencies, but no later than twenty-four (24) hours after receipt of claim giving specifics as to what information is needed. The health care entity or review agent must allow claimant at least forty-eight (48) hours to send additional information. The health care entity or review agent must provide benefit determination as soon as possible and no later than forty-eight (48) hours after receipt of necessary additional information or end of period afforded to the claimant to provide additional information, whichever is earlier.

(ii) For pre-service and post-service claims, the notice by the health care entity or review agent must include what specific information is needed. The claimant has forty-five (45) calendar days from receipt of notice to provide information.

(iii) Timelines for decisions, in the event of insufficient information, are paused from the date on which notice is sent to the claimant and restarted when the claimant responds to the request for information.

(b) Adverse benefit determination notifications form and content requirements. Health care entities and review agents shall comply with form and content notification requirements, to include the following:

(1) Notices may be written or electronic with reasonable assurance of receipt by claimant unless urgent or emergent. When urgent or emergent, oral notification is acceptable, absent a specific request by claimant for written or electronic notice, followed by written or electronic notification within three (3) calendar days.

(2) Notification content shall:
(i) Be culturally and linguistically appropriate;

(ii) Provide details of a claim that is being denied to include date of service, provider, amount of claim, a statement describing the availability, upon request, of the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning as applicable;

(iii) Give specific reason or reasons for the adverse benefit determination;

(iv) Include the reference(s) to specific health benefit plan or review agent provisions, guideline, protocol, or criterion on which the adverse benefit determination is based;

(v) If the decision is based on medical necessity, clinical criteria or experimental treatment or similar exclusion or limit, then notice must include the scientific or clinical judgment for the adverse determination;

(vi) Provide information for the beneficiary as to how to obtain copies of any and all information relevant to the denied claim free of charge;

(vii) Describe the internal and external appeal processes, as applicable, to include all relevant review agency contacts and OHIC's consumer assistance program information;

(viii) Clearly state timeline that the claimant has at least one hundred eighty (180) calendar days following the receipt of notification of an adverse benefit determination to file an appeal; and

(ix) Be written in a manner to convey clinical rationale in layperson terms when appropriate based on clinical condition and age and in keeping with federal and state laws and regulations.

27-18.9-7. Internal appeal procedural requirements.

(a) Administrative and non-administrative appeals. The review agent shall conform to the following for the internal appeal of administrative or non-administrative, adverse benefit determinations:

(1) The review agent shall maintain and make available a written description of its appeal procedures by which either the beneficiary or the provider of record may seek review of determinations not to authorize health care services.

(2) The process established by each review agent may include a reasonable period within which an appeal must be filed to be considered and that period shall not be less than one hundred eighty (180) calendar days after receipt of the adverse benefit determination notice.

(3) During the appeal, a review agent may utilize a reconsideration process in assessing an adverse benefit determination. If utilized, the review agent shall develop a reasonable reconsideration and appeal process, in accordance with this section. For non-administrative, adverse benefit determinations, the period for the reconsideration may not exceed fifteen (15) days from the date the request for reconsideration or appeal is received. The review agent shall notify
the beneficiary and/or provider of the reconsideration determination with the form and content described in §27.18.9-6(b), as appropriate. Following the decision on reconsideration, the beneficiary and/or provider shall have a period of forty-five (45) calendar days during which the beneficiary and/or provider may request an appeal of the reconsideration decision and/or submit additional information.

(4) Prior to a final internal appeal decision, the review agent must allow the claimant to review the entire adverse determination and appeal file and allow the claimant to present evidence and/or additional testimony as part of the internal appeal process.

(5) A review agent is only entitled to request and review information or data relevant to the benefit determination and utilization review processes.

(6) The review agent shall maintain records of written adverse benefit determinations, reconsiderations, appeals and their resolution, and shall provide reports as requested by the office.

(7)(i) The review agent shall notify, in writing, the beneficiary and/or provider of record of its decision on the administrative appeal in no case later than thirty (30) calendar days after receipt of the request for the review of an adverse benefit determination for pre-service claims, and sixty (60) days for post-service claims, commensurate with §29 CFR 2560.503-1(i)(2)(ii) and (iii).

(ii) The review agent shall notify, in writing, the beneficiary and provider of record of its decision on the non-administrative appeal as soon as practical considering medical circumstances, but in no case later than thirty (30) calendar days after receipt of the request for the review of an adverse benefit determination, inclusive of the period to conduct the reconsideration, if any. The timeline for decision on appeal is paused from the date on which the determination on reconsideration is sent to the beneficiary and/or provider and restarted when the beneficiary and/or provider submits additional information and/or a request for appeal of the reconsideration decision.

(8) The review agent shall also provide for an expedited appeal process for urgent and emergent situations taking into consideration medical exigencies. Notwithstanding any other provision of this chapter, each review agent shall complete the adjudication of expedited appeals, including notification of the beneficiary and provider of record of its decision on the appeal, not later than seventy-two (72) hours after receipt of the claimant's request for the appeal of an adverse benefit determination.

(9) Benefits for an ongoing course of treatment cannot be reduced or terminated without providing advance notice and an opportunity for advance review. The review agent or health care entity is required to continue coverage pending the outcome of an appeal.

(10) A review agent may not disclose or publish individual medical records or any confidential information obtained in the performance of benefit determination or utilization review.
activities. A review agent shall be considered a third-party health insurer for the purposes of §5-37.3-6(b)(6) and shall be required to maintain the security procedures mandated in §5-37.3-4(c).

(b) Non-administrative appeals. In addition to §27-18.9-7 subsection (a) of this section, the utilization review agent shall conform to the following for its internal appeals adverse benefit determinations:

(1) A claimant is deemed to have exhausted the internal claims appeal process when the utilization review agent or health care entity fails to strictly adhere to all benefit determination and appeal processes with respect to a claim. In this case the claimant may initiate an external appeal or remedies under section 502(a) of ERISA the Employee Retirement Income Security Act of 1974, 29 U.S.C. §1132(a) et seq., or other state and federal law, as applicable.

(2) No reviewer under this section, who has been involved in prior reviews or who has participated in the direct care of the beneficiary, may participate in reviewing the case under appeal.

(3) All internal-level appeals of utilization review determinations not to authorize a health care service that had been ordered by a physician, dentist, or other provider shall be made according to the following:

(ii) A review agent who does not utilize a reconsideration process must comply with the peer-review obligation described in subsection (b)(3)(i) of this section as part of the appeal process.

(iii) When the appeal of any adverse benefit determination, including an appeal of a reconsideration decision, is based in whole or in part on medical judgment, including determinations with regard to whether a particular service, treatment, drug, or other item is experimental, investigational or not medically necessary or appropriate, the reviewer making the appeal decision must be appropriately trained having the same licensure status as the ordering provider or be a physician or dentist and be in the same or similar specialty as typically manages the condition. These qualifications must be provided to the claimant upon request.

(iv) The utilization review agency reviewer must document and sign their decisions.

(4) The review agent must ensure that an appropriately licensed practitioner or licensed...
physician is reasonably available to review the case as required under §27-18.9.7-9 (b) this subsection (b) and shall conform to the following:

(i) Each agency peer reviewer shall have access to and review all necessary information as requested by the agency and/or submitted by the provider(s) and/or beneficiaries;

(ii) Each agency shall provide accurate peer review contact information to the provider at the time of service, if requested, and/or prior to such service, if requested. This contact information must provide a mechanism for direct communication with the agency's peer reviewer; and

(iii) Agency peer reviewers shall respond to the provider's request for a two-way, direct communication defined in §27-18.9.7 (b) this subsection (b) as follows:

(A) For a prospective review of non-urgent and non-emergent health care services, a response within one business day of the request for a peer discussion;

(B) For concurrent and prospective reviews of urgent and emergent health care services, a response within a reasonable period of time of the request for a peer discussion; and

(C) For retrospective reviews, prior to the internal-level appeal decision.

(5) The review agency will have met the requirements of a two-way, direct communication, when requested and/or as required prior to the internal level of appeal, when it has made two (2) reasonable attempts to contact the attending provider directly. Repeated violations of this section shall be deemed to be substantial violations pursuant to §27-18.9-9 and shall be cause for the imposition of penalties under that section.

(6) For the appeal of an adverse benefit determination decision that a drug is not covered, the review agent shall complete the internal-appeal determination and notify the claimant of its determination:

(i) No later than seventy-two (72) hours following receipt of the appeal request; or

(ii) No later than twenty-four (24) hours following the receipt of the appeal request in cases where the beneficiary is suffering from a health condition that may seriously jeopardize the beneficiary's life, health, or ability to regain maximum function or when an beneficiary is undergoing a current course of treatment using a non-formulary drug.

(iii) And if approved on appeal, coverage of the non-formulary drug must be provided for the duration of the prescription, including refills unless expedited then for the duration of the exigency.

(7) The review agents using clinical criteria and medical judgment in making utilization review decisions shall comply with the following:

(i) The requirement that each review agent shall provide its clinical criteria to OHIC upon request:
(ii) Provide and use written clinical criteria and review procedures established according to nationally accepted standards, evidence-based medicine and protocols that are periodically evaluated and updated or other reasonable standards required by the commissioner;

(iii) Establish and employ a process to incorporate and consider local variations to national standards and criteria identified herein including without limitation, a process to incorporate input from local participating providers; and

(iv) Updated description of clinical decision criteria to be available to beneficiaries, providers, and the office upon request and readily available accessible on the health care entity or the review agent's website.

(8) The review agent shall maintain records of written, adverse benefit determination reconsiderations and appeals to include their resolution, and shall provide reports and other information as requested by the office.


(a) General requirements.

(1) In cases where the non-administrative, adverse benefit determination or the final internal level of appeal to reverse a non-administrative, adverse benefit determination is unsuccessful, the health care entity or review agent shall provide for an external appeal by an Independent Review Organization (IRO) approved by the commissioner and ensure that the external appeal complies with all applicable laws and regulations.

(2) In order to seek an external appeal, claimant must have exhausted the internal claims and appeal process unless the utilization review agent or health care entity has waived the internal appeal process by failing to comply with the internal appeal process or the claimant has applied for expedited external review at the same time as applying for expedited internal review.

(3) A claimant shall have at least four (4) months after receipt of a notice of the decision on a final internal appeal to request an external appeal by an IRO.

(4) Health care entities and review agents must use a rotational IRO registry system specified by the commissioner, and must select an IRO in the rotational manner described in the IRO registry system.

(5) A claimant requesting an external appeal may be charged no more than a twenty-five dollar ($25.00) external appeal fee by the review agent. The external appeal fee, if charged, must be refunded to the claimant if the adverse benefit determination is reversed through external review. The external appeal fee must be waived if payment of the fee would impose an undue financial hardship on the beneficiary. In addition, the annual limit on external appeal fees for any beneficiary within a single plan year (in the individual market, within a policy year) must not exceed seventy-
five dollars ($75.00). Notwithstanding the aforementioned, this subsection shall not apply to
excepted benefits as defined in 42 U.S.C. 300 gg-91(c).

(6) IRO and/or the review agent and/or the health care entity may not impose a minimum
dollar amount of a claim for a claim to be eligible for external review by an IRO.

(7) The decision of the external appeal by the IRO shall be binding on the health care entity
and/or review agent; however, any person who is aggrieved by a final decision of the external
appeal agency is entitled to judicial review in a court of competent jurisdiction.

(8) The health care entity must provide benefits (including making payment on the claim)
pursuant to an external review decision without delay regardless whether the health care entity or
review agent intends to seek judicial review of the IRO decision.

(9) The commissioner shall promulgate rules and regulations including, but not limited to,
criteria for designation, operation, policy, oversight, and termination of designation as an IRO. The
IRO shall not be required to be certified under this chapter for activities conducted pursuant to its
designation.

(b) The external appeal process shall include, but not be limited to, the following
characteristics:

(1) The claimant must be notified that he/she shall have at least five (5) business days from
receipt of the external appeal notice to submit additional information to the IRO.

(2) The IRO must notify the claimant of its external appeal decision to uphold or overturn
the review agency decision:

(i) No more than ten (10) calendar days from receipt of all the information necessary to
complete the external review and not greater than forty-five (45) calendar days after the receipt of
the request for external review; and

(ii) In the event of an expedited external appeal by the IRO for urgent or emergent care, as
expeditiously as possible and no more than seventy-two (72) hours after the receipt of the request
for the external appeal by the IRO. Notwithstanding provisions in this section to the contrary, this
notice may be made orally but must be followed by a written decision within forty-eight (48) hours
after oral notice is given.

(3) For an external appeal of an internal appeal decision that a drug is not covered, the IRO
shall complete the external appeal determination and notify the claimant of its determination:

(i) No later than seventy-two (72) hours following receipt of the external appeal request;
or:

(ii) No later than twenty-four (24) hours following the receipt of the external appeal request
if the original request was an expedited request; and
(iii) If approved on external appeal, coverage of the non-formulary drug must be provided for the duration of the prescription, including refills, unless expedited then for the duration of the exigencies.

(c) External appeal decision notifications. The health care entity and review agent must ensure that the IRO adheres to the following relative to decision notifications:

(1) May be written or electronic with reasonable assurance of receipt by claimant unless urgent or emergent. If urgent or emergent, oral notification is acceptable followed by written or electronic notification within three (3) calendar days;

(2) Must be culturally and linguistically appropriate;

(3) The details of claim that is being denied to include the date of service, provider name, amount of claim, diagnostic code, and treatment costs with corresponding meanings;

(4) Must include the specific reason or reasons for the external appeal decision;

(5) Must include information for claimant as to procedure to obtain copies of any and all information relevant to the external appeal which copies must be provided to the claimant free of charge; and:

(6) Must not be written in a manner that could reasonably be expected to negatively impact the beneficiary.


The office shall establish reporting requirements to determine if adverse benefit determination and/or utilization review programs are in compliance with the provisions of this chapter and applicable regulations as well as in compliance with applicable federal law.


The health insurance commissioner may promulgate such rules and regulations as are necessary and proper to effectuate the purpose and for the efficient administration and enforcement of this chapter.

27-18.9-11. Waiver of requirements.

(a) The office shall waive the requirements of this chapter only when a conflict exists with those activities of a review agent that are conducted pursuant to contracts with the state or the federal government or those activities under other state or federal jurisdictions.

(b) The office shall waive de minimus activity, in accordance with the regulations adopted by the commissioner.


Statutory variances shall be issued for a period not to exceed one year and may be subject to such terms and conditions deemed necessary as determined by the commissioner. Prior to issuing...
a statutory variance, the office may provide notice and public hearing to ensure necessary
beneficiary and health care provider protections in the process.


Adopted pursuant to this chapter;

(a) The office may deny a certificate or certification upon review of the application if, upon
review of the application, it finds that the applicant proposing to conduct utilization review does
not meet the standards required by this chapter or by any regulations promulgated pursuant to this
chapter.

(b) The office may revoke or suspend a certificate or certification and/or impose monetary
penalties not less than one hundred dollars ($100) and not to exceed fifty thousand dollars ($50,000)
per violation and/or impose an order requiring a monetary restitution or disgorgement payment in
an amount determined by the commissioner to reasonably reflect the amount of damages caused or
monies improperly obtained in any case in which:

(1) The health care entity and/or review agent fails to comply with the requirements of this
chapter or of regulations;

(2) The review agent/network plan and/or health care entity and/or review agent fails to
comply with the criteria used by it in its application for a certificate or certification; or

(3) The health care entity and/or review agent refuses to permit or fails to reasonably
cooperate with an examination by the commissioner to determine compliance with the requirements
of this chapter and regulations promulgated pursuant to the authority granted to the commissioner
in this chapter. These determinations may involve consideration of any written grievances filed
with the office against the health care entity and/or review agent by patients or providers.

(c) Any applicant or certificate or certification holder aggrieved by an order or a decision
of the commissioner made under this chapter without a hearing may, within thirty (30) days after
notice of the order or decision, make a written request to the office for a hearing on the order or
decision pursuant to §42-35-15.

(d) The procedure governing hearings authorized by this section shall be in accordance
with §42-35-9 through 42-35-13 as stipulated in §42-35-14(a). A full and complete record shall
be kept of all proceedings, and all testimony shall be recorded but need not be transcribed unless
the decision is appealed pursuant to §42-35-15. A copy or copies of the transcript may be obtained
by any interested party upon payment of the cost of preparing the copy or copies. Witnesses may
be subpoenaed by either party.


For the purposes of this chapter, in addition to the provisions of §27-18.9-13, a health care
entity and/or review agent or any person or entity conducting any activities requiring certification under this chapter shall be subject to the penalty and enforcement provisions of title 27 and chapters 14 and 14.5 of title 42 and the regulations promulgated thereunder in the same manner as a licensee or any person or entity conducting any activities requiring licensure or certification under title 27.


If any provision of this chapter or the application of any provision to any person or circumstance shall be held invalid, that invalidity shall not affect the provisions or application of this chapter which can be given effect without the invalid provision or application, and to this end the provisions of this chapter are declared to be severable.

SECTION 6. Section 36-4-34.1 of the General Laws in Chapter 36-4 entitled “Merit System” is hereby amended to read as follows:

36-4-34.1. Transfer of state employees.

(a) The director of the department of administration (the “director”) is hereby authorized to transfer any employee within the executive branch who is not covered by a collective bargaining unit as provided in chapter 11 of this title. Any employee may be transferred to a comparable position upon the approval of the director of the department of administration and the personnel administrator. The transfers may be initially authorized for a period up to one year's duration and may be further extended with the approval of the personnel administrator (the “personnel administrator”).

(b) Within seven (7) days of making a transfer of an employee or further extending the duration of a transfer as provided by subsection (a), the director making the transfer or the personnel administrator extending the transfer shall file a written report with the speaker of the house, the senate president, and the chairpersons of the house and senate finance committees, for each employee to be transferred. This report shall include:

(1) The identity of the employee;

(2) The employee’s current work position and location, and the proposed new work position and location;

(3) The reason(s) for the employee transfer;

(4) The specific task(s) to be assigned to and completed by the transferred employee;

(5) An explanation of how the task(s) to be completed by the transferred employee relates to the mission of the transferee department, division or agency; and

(6) The anticipated duration of the employee's transfer.

SECTION 7. Section 44-1-14 of the General Laws in Chapter 44-1 entitled “State Tax Officials” is hereby amended as follows:
44-1-14. Disclosure of information to tax officials of federal government or other
states, or to other persons.

Notwithstanding any other provision of law:

(1) The tax administrator may make available: (i) To the taxing officials of any other states
or of the federal government for tax purposes only, any information that the administrator may
consider proper contained in tax reports or returns or any audit or the report of any investigation
made with respect to them, filed pursuant to the tax laws of this state; provided, that other states or
the federal government grant like privileges to the taxing officials of this state; and/or (ii) To an
officer or employee of the office of internal audit of the Rhode Island department of administration,
any information that the administrator may consider proper contained in tax reports or returns or
any audit or the report of any investigation made with respect to them, filed pursuant to the tax laws
of this state, to whom disclosure is necessary for the purposes of fraud detection and prevention in
any state or federal program.

(2) The tax administrator shall not permit any federal return or federal return information
to be inspected by, or disclosed to, an individual who is the chief executive officer of the state or
any person other than:

(i) To another employee of the tax division for the purpose of, and only to the extent
necessary in, the administration of the state tax laws for which the tax division is responsible;

(ii) To another officer or employee of the state to whom the disclosure is necessary in
connection with processing, storage, and transmission of those returns and return information and
solely for purposes of state tax administration;

(iii) To another person for the purpose of, but only to the extent necessary in, the
programming, maintenance, repair, testing, and procurement of equipment used in processing or
transmission of those returns and return information; or

(iv) To a legal representative of the tax division, personally and directly engaged in, and
solely for use in, preparation for a civil or criminal proceeding (or investigation which may
result in a proceeding) before a state administrative body, grand jury, or court in a matter involving
state tax administration, but only if:

(A) The taxpayer is or may be a party to the proceeding;

(B) The treatment of an item reflected on the return is or may be related to the resolution
of an issue in the proceeding or investigation; or

(C) The return or return information relates, or may relate, to a transactional relationship
between a person who is or may be a party to the proceeding and the taxpayer that affects or may
affect the resolution of an issue in a proceeding or investigation.
SECTION 8. Section 36-4-16.4 of the General Laws in Chapter 36-4 entitled “Merit System” is hereby amended to read as follows:

36-4-16.4. Salaries of directors.

(a) In the month of March of each year, the department of administration shall conduct a public hearing to determine salaries to be paid to directors of all state executive departments for the following year, at which hearing all persons shall have the opportunity to provide testimony, orally and in writing. In determining these salaries, the department of administration will take into consideration the duties and responsibilities of the aforementioned officers, as well as such related factors as salaries paid executive positions in other states and levels of government, and in comparable positions anywhere which that require similar skills, experience, or training. Consideration shall also be given to the amounts of salary adjustments made for other state employees during the period that pay for directors was set last.

(b) Each salary determined by the department of administration will be in a flat amount, exclusive of such other monetary provisions as longevity, educational incentive awards, or other fringe additives accorded other state employees under provisions of law, and for which directors are eligible and entitled.

(c) In no event will the department of administration lower the salaries of existing directors during their term of office.

(d) Upon determination by the department of administration, the proposed salaries of directors will be referred to the general assembly by the last day in April of that year to go into effect thirty (30) days hence, unless rejected by formal action of the house and the senate acting concurrently within that time.

(e) Notwithstanding the provisions of this section, for 2015 only, the time period for the department of administration to conduct the public hearing shall be extended to July and the proposed salaries shall be referred to the general assembly by August 30. The salaries may take effect before next year, but all other provisions of this section shall apply.

(f) Notwithstanding the provisions of this section or any law to the contrary, for 2017 only, the salaries of the director of the department of transportation, the secretary of health and human services, and the director of administration shall be determined by the governor.

SECTION 9. Sections 1 through 5 shall take effect as of January 1, 2018; provided however, upon passage, the Office of the Health Insurance Commissioner may waive the filing and other requirements for entities that would not be required to file or become subject to oversight consistent with the terms of Sections 1 through 5. Sections 6 and 9 Section 8 shall take effect upon passage, and sections 7 and 8 sections 6 and 7 shall take effect as of July 1, 2017.