

SECOND REGULAR SESSION

HOUSE BILL NO. 2346

99TH GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE WHITE.

6266H.011

D. ADAM CRUMBLISS, Chief Clerk

AN ACT

To repeal section 376.1385, RSMo, and to enact in lieu thereof one new section relating to insurance grievance processes.

Be it enacted by the General Assembly of the state of Missouri, as follows:

2 Section A. Section 376.1385, RSMo, is repealed and one new section enacted in lieu thereof, to be known as section 376.1385, to read as follows:

2 376.1385. 1. Upon receipt of a request for second-level review, a health carrier shall submit the grievance to a grievance advisory panel consisting of:

3 (1) Other enrollees;

4 (2) Representatives of the health carrier that were not involved in the circumstances giving rise to the grievance or in any subsequent investigation or determination of the grievance; and

7 (3) Where the grievance involves an adverse determination, a majority of persons that are ~~appropriate~~ **actively practicing** clinical peers **who are board certified** in the same ~~or similar~~ specialty as would typically manage the case being reviewed that were not involved in the circumstances giving rise to the grievance or in any subsequent investigation or determination of the grievance.

12 2. Review by the grievance advisory panel shall follow the same time frames as a first level review, except as provided for in section 376.1389 if applicable. Any decision of the grievance advisory panel shall include notice of the enrollee's or the health carrier's or plan sponsor's rights to file an appeal with the director's office of the grievance advisory panel's decision. The notice shall contain the toll-free telephone number and address of the director's office.



EXPLANATION — Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted from the law. Matter in **bold-face** type in the above bill is proposed language.