



OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

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SAFETY FIRE COMMISSIONER
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BULLETIN

03-L&H-1

TO: ALL LIFE AND HEALTH INSURERS, HMOs AND PSHCCs, in particular to
[Company Name]

FROM: JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: FEBRUARY 4, 2003

RE: SB476 – CONSUMERS’ HEALTH INSURANCE PROTECTION ACT

SB476, known as the Consumers’ Health Insurance Protection Act, applies to health insurance plan contracts issued, delivered, issued for delivery, or renewed in this state on or after October 1, 2002. Sections 8 and 9 of the Act regarding standards for certification, continuity of care and payment issues apply to all claims relating to health care services provided on or after July 1, 2002.

As a means of verifying compliance with this new law, all life and health insurers underwriting managed care plans, HMOs and PSHCCs licensed to transact business in Georgia are hereby directed to respond to the following questions regarding steps your company has taken to comply with SB 476:

- 1) Are signed statements obtained from each enrollee at the time of enrollment and upon any subsequent product change elected by an enrollee acknowledging that the enrollee has been informed of the items listed in Consumers’ Health Insurance Protection Act? How many different statements are utilized? Please provide a listing of the types of statements used. In addition, include a narrative description of your record retention policy, including information regarding the maintenance of these forms.
- 2) Does your plan require precertification? If so, please describe the training and additional measures taken to comply with the Consumers’ Health Insurance Protection Act, including but not limited to the 24-

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hour coverage by sufficient personnel and the “clear and immediate” option to speak to a representative of the managed care plan.

3) What is your protocol on providing cancellation notice to group members for nonpayment of premiums? Are records of the notification kept? Please describe.

4) Have provider contracts been amended and/or modified to comply with the continuity of care and post payment audit requirements of Sections 8 and 9 of the Consumers’ Health Insurance Protection Act?

For the purpose of determining the applicability of this request for information to your organization, you should refer to the definition of “managed care entity” in O.C.G.A. § 33-20A-3 (6) and “managed care plan” in O.C.G.A. § 33-20A-3 (7).

Responses must be submitted electronically and must be received by February 20th, 2003. Submission of information will require access to our web site, in particular to the following web address:

<http://www.gainsurance.org/OT/SB476DATACALL.asp>

Please use the following: USERNAME: [Username] and PASSWORD: [Password] (if your password contains the character 0 it is actually the number zero, not the letter o)

For any technical issue, please submit question by clicking on the support link on the web page.

Should you have any questions regarding this request for information, please contact Debra Peirce at (404) 657-7277.



JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER
STATE OF GEORGIA

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