
SUBSTITUTE HOUSE BILL 1099

State of Washington 66th Legislature 2019 Regular Session

By House Health Care & Wellness (originally sponsored by Representatives Jenkins, Cody, Tharinger, Robinson, and Reeves)

READ FIRST TIME 02/13/19.

1 AN ACT Relating to providing notice about network adequacy to
2 consumers; and adding a new section to chapter 48.43 RCW.

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

4 NEW SECTION. **Sec. 1.** A new section is added to chapter 48.43
5 RCW to read as follows:

6 (1) Beginning January 1, 2020, a health carrier shall:

7 (a) Include in its electronic posting of a health plan's provider
8 directory a notation of any behavioral health provider whose practice
9 is closed to new patients. Nothing in this subsection limits or
10 expands the authority of the commissioner to adopt rules regarding
11 provider directories under RCW 48.43.510; and

12 (b) Prominently post the information listed in (b)(i) through (v)
13 of this subsection on its web site in an easily understandable format
14 and in a manner that any interested party may obtain the information:

15 (i) The number of business days within which an enrollee must
16 have access to covered behavioral health services under network
17 access standards adopted by the commissioner;

18 (ii) Information on actions an enrollee may take if he or she is
19 unable to access covered behavioral health services within the
20 requisite number of business days, including any tools or resources
21 the carrier makes available to enrollees to assist them in finding

1 available providers and information on how to file a complaint with
2 the office of the insurance commissioner;

3 (iii) Any instances where the commissioner has taken disciplinary
4 action against the health carrier for failing to comply with network
5 access standards for covered behavioral health services;

6 (iv) A link to the commissioner's report published under
7 subsection (4) of this section; and

8 (v) Resources for persons who are experiencing a mental health
9 crisis including, but not limited to, information on the national
10 suicide prevention lifeline.

11 (2) The commissioner shall, by rule, specify a model format for
12 the information required to be posted on a health carrier's web site
13 under subsection (1)(b) of this section.

14 (3) The commissioner may audit the information a health carrier
15 provides under this section for accuracy.

16 (4) The commissioner shall annually publish on the commissioner's
17 web site a report on the number of consumer complaints per licensed
18 health carrier the commissioner received in the previous calendar
19 year regarding consumers who were not able to access covered
20 behavioral health services within the time limits established by the
21 commissioner.

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