

HOUSE AMENDMENT NO.____
TO
HOUSE AMENDMENT NO.____

Offered By

AMEND House Amendment No.____ to House Committee Substitute for Senate Committee
Substitute for Senate Bill No. 716 Page 2 Line 11, by inserting after all of said line the
following:

"Further amend said bill, Page 2, Section 197.168, Line 9, by inserting immediately after said
line the following:

"376.1363. 1. A health carrier shall maintain written procedures for making utilization
review decisions and for notifying enrollees and providers acting on behalf of enrollees of its
decisions. For purposes of this section, "enrollee" includes the representative of an enrollee.

2. For initial determinations, a health carrier shall make the determination within [two
working days] thirty-six hours or one working day, whichever is longer, of obtaining all necessary
information regarding a proposed admission, procedure or service requiring a review determination.
For purposes of this section, "necessary information" includes the results of any face-to-face clinical
evaluation or second opinion that may be required:

(1) In the case of a determination to certify an admission, procedure or service, the carrier
shall notify the provider rendering the service by telephone or electronically within twenty-four
hours of making the initial certification, and provide written or electronic confirmation of a
telephone or electronic notification to the enrollee and the provider within two working days of
making the initial certification;

(2) In the case of an adverse determination, the carrier shall notify the provider rendering the
service by telephone or electronically within twenty-four hours of making the adverse determination;
and shall provide written or electronic confirmation of a telephone or electronic notification to the
enrollee and the provider within one working day of making the adverse determination.

3. For concurrent review determinations, a health carrier shall make the determination within
one working day of obtaining all necessary information:

(1) In the case of a determination to certify an extended stay or additional services, the
carrier shall notify by telephone or electronically the provider rendering the service within one
working day of making the certification, and provide written or electronic confirmation to the
enrollee and the provider within one working day after telephone or electronic notification. The
written notification shall include the number of extended days or next review date, the new total
number of days or services approved, and the date of admission or initiation of services;

(2) In the case of an adverse determination, the carrier shall notify by telephone or
electronically the provider rendering the service within twenty-four hours of making the adverse
determination, and provide written or electronic notification to the enrollee and the provider within

Action Taken _____ Date _____

1 one working day of a telephone or electronic notification. The service shall be continued without
2 liability to the enrollee until the enrollee has been notified of the determination.

3 4. For retrospective review determinations, a health carrier shall make the determination
4 within thirty working days of receiving all necessary information. A carrier shall provide notice in
5 writing of the carrier's determination to an enrollee within ten working days of making the
6 determination.

7 5. A written notification of an adverse determination shall include the principal reason or
8 reasons for the determination, the instructions for initiating an appeal or reconsideration of the
9 determination, and the instructions for requesting a written statement of the clinical rationale,
10 including the clinical review criteria used to make the determination. A health carrier shall provide
11 the clinical rationale in writing for an adverse determination, including the clinical review criteria
12 used to make that determination, to any party who received notice of the adverse determination and
13 who requests such information.

14 6. A health carrier shall have written procedures to address the failure or inability of a
15 provider or an enrollee to provide all necessary information for review. In cases where the provider
16 or an enrollee will not release necessary information, the health carrier may deny certification of an
17 admission, procedure or service."; and"; and
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19 Further amend said bill by amending the title, enacting clause, and intersectional references
20 accordingly.
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22 AMENDMENT TO THE AMENDMENT #5335H03.22H
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