

HB 764 -- INSURANCE CARRIER PROVIDER DIRECTORY

SPONSOR: Roberts (161)

This bill requires all health insurance carriers to post a current provider directory and relative information as outlined in the bill on their website. The provider directory must allow the general public to view all of the current providers for a network plan through a clearly identifiable link without having to create or access an account or enter a policy or contract number.

A health carrier shall include in both its online and print directories a clearly identifiable telephone number and dedicated email address or a link to a dedicated web page that covered persons or the general public may use to report to the health carrier inaccurate information listed in the provider directory. If a health carrier receives such a report, it shall promptly investigate such report and verify the accuracy of the information or update the information within 30 days.

The health carrier shall update its provider directory at least every 30 days.

This bill is similar to HB 2612 (2018).