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#### A bill to be entitled 1 2 An act relating to continuing care facilities; amending s. 3 651.011, F.S.; revising definitions relating to ch. 651, 4 F.S.; amending s. 651.012, F.S.; conforming cross-5 references; amending s. 651.022, F.S.; increasing the 6 threshold amount for businesses that must be identified in 7 an application for a provisional certificate of authority; 8 adding wait-list contracts to the forms that must be 9 submitted with the application; amending s. 651.0235, 10 F.S.; conforming provisions to changes made by the act; 11 amending s. 651.026, F.S.; revising the financial information that must be submitted annually for each 12 certified facility; requiring the annual report to reflect 13 14 any changes in accounting principle terminology; amending 15 s. 651.033, F.S.; authorizing a provider to assess a 16 separate, nonrefundable fee for processing an application for continuing care; amending s. 651.035, F.S.; clarifying 17 that the amounts maintained in escrow relating to taxes 18 19 refer to property taxes; deleting an obsolete provision; amending s. 651.055, F.S.; providing that a resident is 20 21 deemed to be occupying a unit upon the payment of certain 22 fees; providing a timeframe for rescinding a contract; 23 increasing the application processing fee; conforming 24 provisions to changes made by the act; amending s. 651.081, F.S.; renaming residents' organizations as 25 26 residents' councils; requiring the provider to provide a 27 newly elected chair of a council with a copy of ch. 651, F.S., and related rules; amending s. 651.083, F.S.; 28

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29 clarifying that a resident has a right to receive 30 residents' council memos and announcements; prohibiting a 31 provider from restricting a resident's access to the 32 council; amending s. 651.085, F.S.; requiring the provider to provide the reasons for increasing the maintenance fee 33 34 to the chair of the residents' council; allowing a 35 designated representative to represent the provider at 36 meetings; amending s. 651.091, F.S.; specifying that a 37 management company or operator is an agent of the provider 38 for the purposes of disclosing certain information to 39 residents; expanding the list of items that must be provided to the chair of the residents' council; requiring 40 the provider to provide a copy of s. 651.071, F.S., 41 42 relating to receivership or liquidation, to all 43 prospective residents; amending s. 651.105, F.S.; 44 increasing the required time period for examinations for certain providers; requiring the office to determine if 45 all disclosures have been made to the chair of the 46 47 residents' council; amending ss. 651.114 and 651.1151, 48 F.S.; conforming provisions to changes made by the act; 49 amending s. 651.121, F.S.; conforming provisions to 50 changes made by the act; requiring the chair of the 51 Continuing Care Advisory Council to report the council's 52 findings and recommendations to the Governor and the 53 Commissioner of Insurance Regulation; requiring the office 54 to provide certain information to the council; repealing 55 s. 651.133, F.S., relating to provisional certificates 56 under prior law; amending s. 628.4615, F.S.; conforming

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57 cross-references; providing an effective date. 58 Be It Enacted by the Legislature of the State of Florida: 59 60 61 Section 1. Section 651.011, Florida Statutes, is reordered 62 and amended to read: 63 651.011 Definitions.-For the purposes of this chapter, the 64 term: (3) (1) "Continuing Care Advisory Council" or "advisory 65 66 council" means the Continuing Care Advisory council established 67 in <del>by</del> s. 651.121. "Continuing care" or "care" means, furnishing pursuant 68 (2)69 to a contract, furnishing shelter and <del>either</del> nursing care or 70 personal services as defined in s. 429.02, whether such nursing 71 care or personal services are provided in the facility or in 72 another setting designated by the contract for continuing care, 73 to an individual not related by consanguinity or affinity to the 74 provider furnishing such care, upon payment of an entrance fee. 75 Other personal services provided must shall be designated in the 76 continuing care contract. Contracts to provide continuing care 77 include agreements to provide care for any duration, including 78 contracts that are terminable by either party. 79 "Entrance fee" means an initial or deferred payment (4)<del>(3)</del> of a sum of money or property made as full or partial payment to 80 assure the resident a place in a facility. An accommodation fee, 81 admission fee, or other fee of similar form and application are 82 83 shall be considered to be an entrance fee. 84 (5) (4) "Facility" means a place that provides in which it

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85 is undertaken to provide continuing care.

86 (8) (5) "Licensed" means that the provider has obtained a
 87 certificate of authority from the department.

88 (9) (9) (6) "Provider" means the owner or operator, whether a 89 natural person, partnership or other unincorporated association, 90 however organized, trust, or corporation, of an institution, 91 building, residence, or other place, whether operated for profit 92 or not, which owner or operator provides undertakes to provide 93 continuing care for a fixed or variable fee, or for any other 94 remuneration of any type, whether fixed or variable, for the 95 period of care, payable in a lump sum or lump sum and monthly maintenance charges or in installments, but does not mean an any 96 entity that has existed and continuously operated a facility 97 98 located on at least no less than 63 acres in this state 99 providing residential lodging to members and their spouses for 100 at least 66 years on or before July 1, 1989, and such facility has the residential capacity of 500 persons, is directly or 101 102 indirectly owned or operated by a nationally recognized 103 fraternal organization, is not open to the public, and accepts 104 only its members and their spouses as residents at such a 105 facility.

106 <u>(10)(7)</u> "Records" means the permanent financial, 107 directory, and personnel information and data maintained by a 108 provider pursuant to this chapter.

109 <u>(11) (8)</u> "Resident" means a purchaser of, or a nominee of, 110 or a subscriber to, a continuing care agreement. Such an 111 agreement <u>does</u> may not be construed to give the resident a part 112 ownership of the facility in which the resident is to reside, Page 4 of 37

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113 unless expressly provided for in the agreement.

114 <u>(6)(9)</u> "Generally accepted accounting principles" means 115 those accounting principles and practices adopted by the 116 Financial Accounting Standards Board and the American Institute 117 of Certified Public Accountants, including Statement of Position 118 90-8 with respect to any full year to which the statement 119 applies.

120 <u>(7) (10)</u> "Insolvency" means the condition in which the 121 provider is unable to pay its obligations as they come due in 122 the normal course of business.

123 <u>(1)(11)</u> "Advertising" means the dissemination of any 124 written, visual, or electronic information by a provider, or any 125 person affiliated with or controlled by a provider, to potential 126 residents or their representatives for the purpose of inducing 127 such persons to subscribe to or enter into a contract to reside 128 in a continuing care community that is subject to this chapter 129 covered by this act.

Section 2. Section 651.012, Florida Statutes, is amended to read:

132 651.012 Exempted facility; written disclosure of 133 exemption.—Any facility exempted under ss. 632.637(1)(e) and 134 <u>651.011(9)</u> <del>651.011(6)</del> must provide written disclosure of such 135 exemption to each person admitted to the facility after October 136 1, 1996. This disclosure must be written using language likely 137 to be understood by the person and must briefly explain the 138 <u>exemption</u> <del>provisions of ss. 632.637(1)(e) and 651.011(6)</del>.

Section 3. Paragraph (b) of subsection (2) of section 651.022, Florida Statutes, is amended, paragraph (g) is added to Page 5 of 37

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141 that subsection, and paragraphs (i) and (j) of subsection (3) of 142 that section are amended, to read:

143 651.022 Provisional certificate of authority; 144 application.-

145 (2) The application for a provisional certificate of
146 authority shall be on a form prescribed by the commission and
147 shall contain the following information:

148

(b) The full names, residences, and business addresses of:

149 1. The proprietor, if the applicant or provider is an 150 individual.

2. Every partner or member, if the applicant or provider is a partnership or other unincorporated association, however organized, having fewer than 50 partners or members, together with the business name and address of the partnership or other organization.

156 3. The principal partners or members, if the applicant or 157 provider is a partnership or other unincorporated association, 158 however organized, having 50 or more partners or members, 159 together with the business name and business address of the 160 partnership or other organization. If such unincorporated organization has officers and a board of directors, the full 161 162 name and business address of each officer and director may be 163 set forth in lieu of the full name and business address of its 164 principal members.

165 4. The corporation and each officer and director thereof,166 if the applicant or provider is a corporation.

167 5. Every trustee and officer, if the applicant or provider168 is a trust.

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169 6. The manager, whether an individual, corporation,170 partnership, or association.

7. Any stockholder holding at least a <u>10 percent</u> <del>10-</del>
<del>percent</del> interest in the operations of the facility in which the
care is to be offered.

Any person whose name is required to be provided in the 174 8. 175 application under the provisions of this paragraph and who owns 176 any interest in or receives any remuneration from, either 177 directly or indirectly, any professional service firm, 178 association, trust, partnership, or corporation providing goods, leases, or services to the facility for which the application is 179 180 made, with a real or anticipated value of \$10,000 \$500 or more, and the name and address of the professional service firm, 181 182 association, trust, partnership, or corporation in which such interest is held. The applicant shall describe such goods, 183 184 leases, or services and the probable cost to the facility or 185 provider and shall describe why such goods, leases, or services 186 should not be purchased from an independent entity.

187 9. Any person, corporation, partnership, association, or
188 trust owning land or property leased to the facility, along with
189 a copy of the lease agreement.

190 10. Any affiliated parent or subsidiary corporation or191 partnership.

192 (g) The forms of the continuing care residency contracts, 193 reservation contracts, escrow agreements, and wait list 194 contracts, if applicable, which are proposed to be used by the 195 provider in the furnishing of care. If the office finds that the 196 continuing care contracts and escrow agreements comply with ss.

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197 <u>651.023(1)(c), 651.033, and 651.055, it shall approve them.</u>
198 <u>Thereafter, no other form of contract or agreement may be used</u>
199 <u>by the provider until it has been submitted to the office and</u>
200 approved.

(3) In addition to the information required in subsection (2), an applicant for a provisional certificate of authority shall submit a market feasibility study. The market feasibility study shall include at least the following information:

205 (i) The application for a provisional certificate of 206 authority shall be accompanied by the forms of the continuing 207 care residency and reservation contracts and escrow agreements proposed to be used by the provider in the furnishing of care. 208 209 If the office finds that the continuing care contracts and 210 escrow agreements comply with ss. 651.023(1)(c), 651.033, and 211 651.055, it shall approve them. Thereafter, no other form of 212 contract or agreement may be used by the provider until it has 213 been submitted to the office and approved.

214 <u>(i) (j)</u> The name of the person who prepared the feasibility 215 study and the experience of such person in preparing similar 216 studies or otherwise consulting in the field of continuing care.

217 Section 4. Subsection (2) of section 651.0235, Florida 218 Statutes, is amended to read:

219 651.0235 Validity of provisional certificates of authority 220 and certificates of authority.-

(2) If the provider fails to meet the requirements of this
chapter for a provisional certificate of authority or a
certificate of authority, the office may notify the provider of
any deficiencies and require the provider to correct such

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225 deficiencies within a period to be determined by the office. If 226 such deficiencies are not corrected within 20 days after the 227 notice to the provider, or within less time at the discretion of 228 the office, the office shall notify the Continuing Care Advisory 229 Council, which may assist the facility in formulating a remedial plan to be submitted to the office within no later than 60 days 230 231 after from the date of notification. The time period for 232 correcting the granted to correct deficiencies may be extended 233 upon submission of a plan for corrective action approved by the office. If such deficiencies have not been cleared by the 234 235 expiration of such time period, as extended, the office shall 236 petition for a delinquency proceeding or pursue such other 237 relief as is provided for under this chapter, as the 238 circumstances may require.

239 Section 5. Subsection (2) of section 651.026, Florida 240 Statutes, is amended to read:

241

651.026 Annual reports.-

(2) The annual report shall be in such form as thecommission prescribes and shall contain at least the following:

(a) Any change in status with respect to the informationrequired to be filed under s. 651.022(2).

(b) Financial statements audited by an independent certified public accountant, which <u>must</u> shall contain, for two or more periods if the facility has been in existence that long, all of the following:

250 1. An accountant's opinion and, in accordance with 251 generally accepted accounting principles:

a. A balance sheet;

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253	b. A statement of income and expenses;
254	c. A statement of equity or fund balances; and
255	d. A statement of changes in cash flows <u>.</u> ; and
256	2. Notes to the financial statements considered customary
257	or necessary <u>for</u> <del>to</del> full disclosure or adequate understanding of
258	the financial statements, financial condition, and operation.
259	(c) The following financial information:
260	1. A detailed listing of the assets maintained in the
261	liquid reserve as required <u>under</u> <del>in</del> s. 651.035 and in accordance
262	with part II of chapter 625;
263	2. A schedule giving additional information relating to
264	property, plant, and equipment having an original cost of at
265	least \$25,000, so as to show in reasonable detail with respect
266	to each separate facility original costs, accumulated
267	depreciation, net book value, appraised value or insurable value
268	and date thereof, insurance coverage, encumbrances, and net
269	equity of appraised or insured value over encumbrances. Any
270	property not used in continuing care <u>must</u> shall be shown
271	separately from property used in continuing care;
272	3. The level of participation in Medicare or Medicaid
273	programs, or both;
274	4. A statement of all fees required of residents,
275	including, but not limited to, a statement of the entrance fee
276	charged, the monthly service charges, the proposed application
277	of the proceeds of the entrance fee by the provider, and the
278	plan by which the amount of the entrance fee is determined if
279	the entrance fee is not the same in all cases; and
280	5. Any change or increase in fees $\underline{if}$ when the provider
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281 changes either the scope of, or the rates for, care or services, 282 regardless of whether the change involves the basic rate or only 283 those services available at additional costs to the resident. 284 6.a. If the provider has more than one certificated 285 facility, or has operations that are not licensed under this 286 chapter, it shall submit a balance sheet, statement of income and expenses, statement of equity or fund balances, and 287 288 statement of cash flows statement of operations for each 289 facility licensed under this chapter as supplemental information 290 to the audited financial statements required under paragraph (b) 291 as part of the annual report. 292 If the provider has operations that are not Florida b. 293 certificated facilities, the provider shall also submit as 294 supplemental information to the audited financial statements, 295 balance sheets, statements of changes in equity, and statements of cash flows for each Florida certificated facility. 296 297 Such other reasonable data, financial statements, and (d) 298 pertinent information as the commission or office may require 299 with respect to the provider or the facility, or its directors, 300 trustees, members, branches, subsidiaries, or affiliates, to 301 determine the financial status of the facility and the 302 management capabilities of its managers and owners. 303 Each facility shall file with the office annually, (e) 304 together with the annual report required by this section, a 305 computation of its minimum liquid reserve calculated in 306 accordance with s. 651.035 on a form prescribed by the 307 commission. 308 (f) If, due to a change in generally accepted accounting Page 11 of 37

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309	principles, the balance sheet, statement of income and expenses,
310	statement of equity or fund balances, or statement of cash flows
311	is known by any other name or title, the annual report must
312	contain financial statements using the changed names or titles
313	that most closely correspond to a balance sheet, statement of
314	income and expenses, statement of equity or fund balances, and
315	statement of changes in cash flows.
316	Section 6. Paragraph (d) of subsection (1) of section
317	651.033, Florida Statutes, is amended, and paragraph (d) is
318	added to subsection (3) of that section, to read:
319	651.033 Escrow accounts
320	(1) When funds are required to be deposited in an escrow
321	account pursuant to s. 651.022, s. 651.023, s. 651.035, or s.
322	651.055:
323	(d) All funds deposited in an escrow account, if invested,
324	shall be invested as set forth in part II of chapter 625;
325	however, such investment <u>may</u> $\frac{1}{2}$ shall not diminish the funds held
326	in escrow below the amount required by this chapter. All Funds
327	deposited in an escrow account <u>are</u> <del>shall</del> not <del>be</del> subject to <del>any</del>
328	charges by the escrow agent except escrow agent fees associated
329	with administering the accounts, or subject to any liens,
330	judgments, garnishments, creditor's claims, or other
331	encumbrances against the provider or facility except as provided
332	in s. <u>651.035(1)</u> <del>651.035(2)</del> .
333	(3) In addition, when entrance fees are required to be
334	deposited in an escrow account pursuant to s. 651.022, s.
335	651.023, or s. 651.055:
336	(d) A provider may assess a nonrefundable fee, which is
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337 separate from the entrance fee, for processing a prospective 338 resident's application for continuing care. 339 Section 7. Section 651.035, Florida Statutes, is amended to read: 340 341 651.035 Minimum liquid reserve requirements.-342 A provider shall maintain in escrow a minimum liquid (1)343 reserve consisting of the following reserves, as applicable: 344 reserves specified in subsection (2). 345 (2) (a) Each A provider shall maintain in escrow as a debt 346 service reserve an amount equal to the aggregate amount of all 347 principal and interest payments due during the fiscal year on 348 any mortgage loan or other long-term financing of the facility, including property taxes as recorded in the audited financial 349 350 statements required under s. 651.026. The amount must shall 351 include any leasehold payments and all costs related to such payments. If principal payments are not due during the fiscal 352 353 year, the provider shall maintain in escrow as a minimum liquid 354 reserve an amount equal to interest payments due during the next 355 12 months on any mortgage loan or other long-term financing of 356 the facility, including property taxes.

357 A provider that which has outstanding indebtedness (b) 358 that which requires what is normally referred to as a "debt 359 service reserve" to be held in escrow pursuant to a trust 360 indenture or mortgage lien on the facility and for which the debt service reserve may only be used to pay principal and 361 interest payments on the debt that which the debtor is obligated 362 363 to pay, and which may include property taxes and insurance, may 364 include such debt service reserve in computing the its

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365 computation of its minimum liquid reserve needed to satisfy this 366 subsection if, provided that the provider furnishes to the 367 office a copy of the agreement under which such debt service is 368 held, together with a statement of the amount being held in 369 escrow for the debt service reserve, certified by the lender or 370 trustee and the provider to be correct. The trustee shall 371 provide the office with any information concerning the debt 372 service reserve account upon request of the provider or the 373 office.

374 Each provider shall maintain in escrow an operating (C) 375 reserve in an amount equal to 30 percent of the total operating 376 expenses projected in the feasibility study required by s. 377 651.023 for the first 12 months of operation. Thereafter, each 378 provider shall maintain in escrow an operating reserve in an 379 amount equal to 15 percent of the total operating expenses in 380 the annual report filed pursuant to s. 651.026. If Where a 381 provider has been in operation for more than 12 months, the 382 total annual operating expenses shall be determined by averaging 383 the total annual operating expenses reported to the office by 384 the number of annual reports filed with the office within the 385 immediate preceding 3-year period subject to adjustment if in 386 the event there is a change in the number of facilities owned. 387 For purposes of this subsection, total annual operating expenses shall include all expenses of the facility except: depreciation 388 389 and amortization; interest and property taxes included in paragraph (a) subsection (1); extraordinary expenses that which 390 391 are adequately explained and documented in accordance with 392 generally accepted accounting principles; liability insurance Page 14 of 37

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393 premiums in excess of those paid in calendar year 1999; and 394 changes in the obligation to provide future services to current 395 residents. For providers initially licensed during or after 396 calendar year 1999, liability insurance shall be included in the 397 total operating expenses in an amount not to exceed the premium 398 paid during the first 12 months of facility operation. Beginning 399 January 1, 1993, the operating reserves required under this 400 subsection shall be in an unencumbered account held in escrow 401 for the benefit of the residents. Such funds may not be 402 encumbered or subject to any liens or charges by the escrow 403 agent or judgments, garnishments, or creditors' claims against 404 the provider or facility. However, if a facility had a lien, mortgage, trust indenture, or similar debt instrument in place 405 406 before prior to January 1, 1993, which encumbered all or any 407 part of the reserves required by this subsection and such funds 408 were used to meet the requirements of this subsection, then such 409 arrangement may be continued, unless a refinancing or 410 acquisition has occurred, and the provider shall be in 411 compliance with this subsection.

412 Each provider shall maintain in escrow a renewal and (d) 413 replacement reserve in an amount equal to 15 percent of the 414 total accumulated depreciation based on the audited financial 415 statement required to be filed pursuant to s. 651.026, not to exceed 15 percent of the facility's average operating expenses 416 for the past 3 fiscal years based on the audited financial 417 418 statements for each of those such years. For a provider who is 419 an operator of a facility but is not the owner and depreciation is not included as part of the provider's financial statement, 420

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421 the renewal and replacement reserve required by this paragraph 422 must shall equal 15 percent of the total operating expenses of 423 the provider, as described in this section. Each provider 424 licensed before prior to October 1, 1983, shall be required to 425 fully fund the renewal and replacement reserve by October 1, 426 2003, by multiplying the difference between the former escrow 427 requirement and the present escrow requirement by the number of 428 years the facility has been in operation after October 1, 1983.

429 (3) In lieu of fulfilling the escrow requirements provided 430 in subsections (1) and (2), each facility licensed prior to 431 October 1, 1983, shall be required to maintain in escrow the 432 minimum liquid reserve that would have been required under this 433 section as it existed on October 1, 1982, plus 5 percent of the 434 difference between the former escrow requirement and the present 435 escrow requirement multiplied by the number of years the 436 facility has been in operation after October 1, 1983. Beginning 437 October 1, 2003, the escrow requirements provided in subsections 438 (1) and (2) shall apply in full to facilities licensed before 439 October 1, 1983.

440 In facilities where not all residents are under (2)<del>(4)</del>(a) 441 continuing care contracts, the reserve requirements of 442 subsection (1) (2) shall be computed only with respect to the 443 proportional share of operating expenses which are that is 444 applicable to residents as defined in s. 651.011. For purposes 445 of this calculation, the proportional share shall be based upon the ratio of residents under continuing care contracts to those 446 447 residents who do not hold such contracts.

448

(b) In facilities that which have voluntarily and

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449 permanently discontinued marketing continuing care contracts, 450 the office may allow a reduced debt service reserve as required 451 in subsection (1) based upon the ratio of residents under 452 continuing care contracts to those residents who do not hold 453 such contracts if the office finds that such reduction is not 454 inconsistent with the security protections intended by this 455 chapter. In making this determination, the office may consider 456 such factors as the financial condition of the facility, the 457 provisions of the outstanding continuing care contracts, the ratio of residents under continuing care agreements to those 458 459 residents who do not hold a continuing care contract, current 460 occupancy rates, previous sales and marketing efforts, life 461 expectancy of the remaining contract holders, and the written 462 policies of the board of directors of the provider or a similar 463 board.

464 <u>(3)(5)</u> If When principal and interest payments are paid to 465 a trust that which is beneficially held by the residents as 466 described in s. 651.023(5), the office may waive all or any 467 portion of the escrow requirements for mortgage principal and 468 interest contained in subsection (1) if the office finds that 469 such waiver is not inconsistent with the security protections 470 intended by this chapter.

471 <u>(4)(6)</u> The office, upon approval of a plan for fulfilling 472 the requirements of this section and upon demonstration by the 473 facility of an annual increase in liquid reserves, may extend 474 the time for compliance.

475 <u>(5)(7)(a)</u> A provider may satisfy the minimum liquid 476 reserve requirements of this section by acquiring from a

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477 financial institution, as specified in paragraph (b), a clean, 478 unconditional irrevocable letter of credit in an amount equal to 479 the requirements of this section.

(a) The letter of credit <u>must shall</u> be issued by a financial institution participating in the State of Florida Treasury Certificate of Deposit Program, and <u>must be approved by</u> the letter of credit shall be subject to the approval of the office <u>before</u> prior to issuance and <u>before</u> prior to any renewal or modification thereof. At a minimum, the letter of credit <u>must</u> shall provide for:

1. Ninety days' prior written notice to both the provider
and the office of the financial institution's determination not
to renew or extend the term of the letter of credit.

490 2. Unless otherwise arranged by the provider to the 491 satisfaction of the office, deposit by the financial institution 492 of such letter of credit funds in an account designated by the 493 office no later than 30 days <u>before</u> prior to the expiration of 494 the letter of credit.

3. Deposit by the financial institution of such letter of credit funds in an account designated by the office within no later than 4 business days following written instructions from the office that, in the sole judgment of the office, funding of the minimum liquid reserve is required.

(b) The terms of <u>the</u> such letter of credit <u>must</u> shall be approved by the office and the long-term debt of the financial institution providing such letter of credit <u>must</u> shall be rated in one of their top three long-term debt rating categories by either Moody's Investors Service, Standard & Poor's Corporation,

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505 or a recognized securities rating agency acceptable to the 506 office.

507 (c) The letter of credit <u>must</u> shall name the office as 508 beneficiary.

(d) Notwithstanding any other provision of this section, a provider <u>using utilizing</u> a letter of credit pursuant to this subsection shall, at all times, have and maintain in escrow an operating cash reserve equal to 2 months' operating expenses as determined pursuant to s. 651.026.

(e) <u>If</u> In the event the issuing financial institution no longer participates in the State of Florida Treasury Certificate of Deposit Program, such financial institution shall deposit as collateral with the department eligible securities, as prescribed by s. 625.52, having a market value equal to or greater than 100 percent of the stated amount of the letter of credit.

521 <u>(6)(8)(a)</u> Each fiscal year, a provider may withdraw up to 522 33 percent of the total renewal and replacement reserve 523 available. The reserve available is equal to the market value of 524 the invested reserves at the end of the provider's prior fiscal 525 year. The withdrawal <u>must</u> is to be used for capital items or 526 major repairs., and

527 <u>(a)</u> Before any funds are eligible for withdrawal, the 528 provider must obtain written permission from the office by 529 submitting the following <del>information</del>:

530 1. The amount of the withdrawal and the intended use of531 the proceeds.

532 2. A board resolution and sworn affidavit signed by two Page 19 of 37

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533 officers or general partners of the provider which indicates 534 approval of the withdrawal and use of the funds.

3. Proof that the provider has met all funding
requirements for the operating, debt service, and renewal and
replacement reserves computed for the previous fiscal year.

Anticipated payment schedule for refunding the renewaland replacement reserve fund.

540 Within 30 days after the withdrawal of funds from the (b) 541 renewal and replacement reserve fund, the provider must begin 542 refunding the reserve account in equal monthly payments that 543 which allow for a complete funding of the such withdrawal within 544 36 months. If the payment schedule required under subparagraph 545 (a)4. has changed, the provider must update the office with the 546 new payment schedule. If the provider fails to make a required 547 monthly payment or the payment is late, the provider must notify 548 the office within 5 days after the due date of the payment. No 549 additional withdrawals from the renewal and replacement reserve 550 will be allowed until all scheduled payments are current.

551 Section 8. Paragraphs (d) and (g) of subsection (1) and 552 subsections (2) and (5) of section 651.055, Florida Statutes, 553 are amended to read:

554

651.055 Contracts; right to rescind.-

(1) Each continuing care contract and each addendum to such contract shall be submitted to and approved by the office prior to its use in this state. Thereafter, no other form of contract shall be used by the provider unless it has been submitted to and approved by the office. Each contract shall: (d) Describe the health and financial conditions required

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561 for a person to be accepted as a resident and to continue as a 562 resident, once accepted, including the effect of any change in 563 the health or financial condition of the a person between the 564 date of submitting an application for admission to the facility 565 and entering into a continuing care contract and the date of 566 taking occupancy in a unit. If a prospective resident signs a 567 contract but postpones moving into the facility, the individual 568 is deemed to be occupying a unit at the facility when he or she 569 pays the entrance fee or any portion of the fee, other than a reservation deposit, and begins making monthly maintenance fee 570 571 payments. Such resident may rescind the contract and receive a 572 full refund of any funds paid, without penalty or forfeiture, 573 within 7 days after executing the contract as specified in 574 subsection (2).

575 Provide that the contract may be canceled by upon the (g) 576 giving at least 30 days' of written notice of cancellation of at 577 least 30 days by the provider, the resident, or the person who 578 provided the transfer of property or funds for the care of such 579 resident; however, if a contract is canceled because there has 580 been a good faith determination that a resident is a danger to 581 himself or herself or others, only such notice as is reasonable 582 under the circumstances is shall be required.

1. The contract <u>must also</u> <del>shall further</del> provide in clear and understandable language, in print no smaller than the largest type used in the body of the contract, the terms governing the refund of any portion of the entrance fee.

587 2. For a resident whose contract with the facility 588 provides that the resident does not receive a transferable

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membership or ownership right in the facility, and who has occupied his or her unit, the refund shall be calculated on a pro rata basis with the facility retaining <u>up to no more than</u> 2 percent per month of occupancy by the resident and <u>up to a 5</u> <u>percent no more than a 4-percent fee for processing fee</u>. Such refund <u>must shall</u> be paid <u>within no later than</u> 120 days after <del>the</del> giving <u>the</u> <del>of</del> notice of intention to cancel.

596 In addition to a processing fee, if the contract 3. provides for the facility to retain up to no more than 1 percent 597 598 per month of occupancy by the resident, it may provide that such 599 refund will be paid from the proceeds of the next entrance fees 600 received by the provider for units for which there are no prior claims by any resident until paid in full or, if the provider 601 602 has discontinued marketing continuing care contracts, within 200 days after the date of notice. 603

604 4. Unless the provisions of subsection (5) applies apply, 605 for any prospective resident, regardless of whether or not such 606 a resident receives a transferable membership or ownership right 607 in the facility, who cancels the contract before prior to 608 occupancy of the unit, the refund shall be the entire amount 609 paid toward the entrance fee shall be refunded, less a 610 processing fee of up to 5 percent not to exceed 4 percent of the 611 entire entrance fee; however, the but in no event shall such 612 processing fee may not exceed the amount paid by the prospective resident. Such refund must shall be paid within no later than 60 613 days after the giving the of notice of intention to cancel. For 614 a resident who has occupied his or her unit and who has received 615 a transferable membership or ownership right in the facility, 616

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617 the foregoing refund provisions <u>do</u> shall not apply but <u>are</u> shall 618 be deemed satisfied by the acquisition or receipt of a 619 transferable membership or an ownership right in the facility. 620 The provider <u>may</u> shall not charge any fee for the transfer of 621 membership or sale of an ownership right.

622 A resident has the right to rescind a continuing care (2) 623 contract and receive a full refund of any funds paid, without 624 penalty or forfeiture, within 7 days after executing the 625 contract. A resident may shall not be required to move into the 626 facility designated in the contract before the expiration of the 627 7-day period. During the 7-day period, the resident's funds must 628 be held in an escrow account unless otherwise requested by the 629 resident pursuant to s. 651.033(3)(c).

630 (5) Except for a resident who postpones moving into the facility but is deemed to have occupied a unit as described in 631 632 paragraph (1)(d), if a prospective resident dies before 633 occupying the facility or, through illness, injury, or 634 incapacity, is precluded from becoming a resident under the 635 terms of the continuing care contract, the contract is 636 automatically canceled, and the prospective resident or his or 637 her the resident's legal representative shall receive a full 638 refund of all moneys paid to the facility, except those costs 639 specifically incurred by the facility at the request of the 640 prospective resident and set forth in writing in a separate 641 addendum, signed by both parties, to the contract. 642 Section 9. Section 651.081, Florida Statutes, is amended

643 to read:

644 651.081 Continuing care facilities Residents' council Page 23 of 37

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#### 645 organizations.-

(1) Residents living in a facility holding a valid certificate of authority under this chapter have the right of self-organization, the right to be represented by an individual of their own choosing, and the right to engage in concerted activities for the purpose of keeping informed on the operation of the facility that which is caring for them or for the purpose of other mutual aid or protection.

653 (2) A residents' council organization created for the 654 purpose of representing residents on matters set forth in s. 655 651.085 may be established through an election in which the 656 residents, as defined in s. 651.011 this chapter, vote by 657 ballot, <del>cither</del> physically or by proxy. If the election is to be 658 held during a meeting, a notice of the organizational meeting must be provided to all residents of the community at least 10 659 660 business days before the meeting. Notice may be given through 661 internal mailboxes, communitywide newsletters, bulletin boards, 662 in-house television stations, and other similar means of 663 communication. An election for creating a residents' council 664 organization is valid if at least 40 percent of the total 665 resident population participates in the election and a majority 666 of the participants vote affirmatively for the council 667 organization. The initial residents' council organization 668 created under this section is valid for at least 12 months. A residents' organization formalized by If the facility has a 669 residents' association, residents' council, or similarly 670 671 organized body with bylaws and elected officials, such organization must be recognized as the residents' council 672 Page 24 of 37

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673 organization under this section and s. 651.085. Within 30 days 674 after the election of a newly elected president or chair of the 675 residents' council, the provider shall give the president or 676 chair a copy of this chapter and rules adopted thereunder, or 677 direct him or her to the appropriate public website to obtain 678 this information. There shall be Only one residents' council may 679 organization to represent residents before the governing body of 680 the provider as described in s. 651.085(2). 681 Section 10. Paragraphs (c) and (f) of subsection (1) of 682 section 651.083, Florida Statutes, are amended, present 683 subsection (5) of that section is redesignated as subsection 684 (6), and a new subsection (5) is added to that section, to read: 685 651.083 Residents' rights.-686 No resident of any facility shall be deprived of any (1)687 civil or legal rights, benefits, or privileges guaranteed by 688 law, by the State Constitution, or by the United States 689 Constitution solely by reason of status as a resident of a 690 facility. Each resident of a facility has the right to: Unrestricted private communication, including 691 (C) 692 receiving and sending unopened correspondence. This includes the 693 right to receive memos or announcements from or approved for 694 distribution by the residents' council. 695 Present grievances and recommend changes in policies, (f) 696 procedures, and services to the staff of the facility, governing 697 officials, or any other person without restraint, interference, 698 coercion, discrimination, or reprisal. This right includes access to ombudsman volunteers and advocates and the right to be 699 700 a member of, and active in, and to associate with, advocacy or

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701 special interest groups or associations. 702 (5) The provider may not restrict a resident's access to 703 the residents' council. Subsections (1) and (2) of section 651.085, 704 Section 11. 705 Florida Statutes, are amended to read: 706 651.085 Quarterly meetings between residents and the 707 governing body of the provider; resident representation before 708 the governing body of the provider.-709 (1)The governing body of a provider, or the designated representative of the provider, shall hold quarterly meetings 710 with the residents of the continuing care facility for the 711 712 purpose of free discussion of subjects including, but not limited to, income, expenditures, and financial trends and 713 714 problems as they apply to the facility, as well as a discussion 715 on proposed changes in policies, programs, and services. At 716 quarterly meetings where monthly maintenance fee increases are 717 discussed, a summary of the reasons for raising the fee as 718 specified in subsection (4) must be provided in writing to the 719 president or chair of the residents' council. Upon request of 720 the residents' council organization, a member of the governing 721 body of the provider, such as a board member, a general partner, 722 or a principal owner, or designated representative shall attend 723 such meetings. Residents are shall be entitled to at least 7 724 days' advance notice of each quarterly meeting. An agenda and any materials that will be distributed by the governing body or 725 representative of the provider shall be posted in a conspicuous 726 place at the facility and shall be available upon request to 727 residents of the facility. The office shall request verification 728 Page 26 of 37

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from a facility that quarterly meetings are held and open to all residents <u>if</u> when it receives a complaint from the residents' council that a facility is not in compliance with the provisions of this subsection. In addition, a facility shall report to the office in the annual report required under s. 651.026 the dates on which quarterly meetings were held during the reporting period.

736 A residents' council organization formed pursuant to (2) 737 s. 651.081, members of which are elected by the residents, may 738 designate a resident to represent them before the governing body 739 of the provider or organize a meeting or ballot election of the 740 residents of the facility to determine whether to elect a 741 resident to represent them before the governing body of the 742 provider. If a residents' council organization as described in 743 s. 651.081 does not exist, any resident may organize a meeting 744 or ballot election of the residents of the facility to determine 745 whether to elect a resident to represent them before the 746 governing body and, if applicable, elect the representative. The 747 residents' council organization, or the resident that organizes 748 a meeting or ballot election to elect a representative, shall 749 give all residents of the facility notice at least 10 business days before the meeting or election. Notice may be given through 750 751 internal mailboxes, communitywide newsletters, bulletin boards, 752 in-house television stations, and other similar means of 753 communication. An election of the representative is valid if at least 40 percent of the total resident population participates 754 in the election and a majority of the participants vote 755 756 affirmatively for the representative. The initial designated

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757 representative elected under this section shall be elected to 758 serve for a period of at least 12 months.

759 Section 12. Section 651.091, Florida Statutes, is amended 760 to read:

761 651.091 Availability, distribution, and posting of reports
762 and records; requirement of full disclosure.-

763 (1)Each continuing care facility shall maintain as public 764 information, available upon request, records of all cost and 765 inspection reports pertaining to that facility which that have 766 been filed with or issued by any governmental agency. A copy of 767 each such report shall be retained in such records for at least 768 not less than 5 years after from the date the report is filed or 769 issued. Each facility shall also maintain as public information, 770 available upon request, all annual statements that have been 771 filed with the office. For purposes of this section, a 772 management company or operator is considered an agent of the

- 773 <u>provider</u>.
- 774

(2) Every continuing care facility shall:

775 (a) Display the certificate of authority in a conspicuous776 place inside the facility.

777 Post in a prominent position in the facility which is (b) 778 so as to be accessible to all residents and to the general 779 public a concise summary of the last examination report issued 780 by the office, with references to the page numbers of the full report noting any deficiencies found by the office, and the 781 actions taken by the provider to rectify such deficiencies, 782 indicating in such summary where the full report may be 783 784 inspected in the facility.

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(c) Post in a prominent position in the facility which is so as to be accessible to all residents and to the general public a summary of the latest annual statement, indicating in the summary where the full annual statement may be inspected in the facility. A listing of any proposed changes in policies, programs, and services <u>must</u> shall also be posted.

(d) Distribute a copy of the full annual statement to the president or chair of the residents' council within 30 days after the filing of the annual report with the office, and designate a staff person to provide explanation thereof.

(e) Notify the residents' council of any plans filed with the office to obtain new financing, additional financing, or refinancing for the facility and of any applications to the office for any expansion of the facility.

(f) Deliver to the president or chair of the residents'
council a summary of entrance fees collected and refunds made
during the time period covered in the annual report and the
refund balances due at the end of the report period.

803 (g) Deliver to the president or chair of the residents' 804 council a copy of each quarterly statement within 30 days after 805 the quarterly statement is filed with the office if the facility 806 is required to file quarterly.

807 (h) Upon request, deliver to the president or chair of the 808 residents' council a copy of any newly approved continuing care 809 contract within 30 days after approval by the office.

810 (3) Before entering into a contract to furnish continuing
811 care, the provider undertaking to furnish the care, or the agent
812 of the provider, shall make full disclosure, and provide copies

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813 of the disclosure documents to the prospective resident or his 814 or her legal representative, of the following information:

815

(a) The contract to furnish continuing care.

816

(b) The summary listed in paragraph (2)(b).

817 (c) All ownership interests and lease agreements,
818 including information specified in s. 651.022(2)(b)8.

819 (d) In keeping with the intent of this subsection relating to disclosure, the provider shall make available for review, 820 821 master plans approved by the provider's governing board and any 822 plans for expansion or phased development, to the extent that the availability of such plans will not put at risk real estate, 823 824 financing, acquisition, negotiations, or other implementation of 825 operational plans and thus jeopardize the success of 826 negotiations, operations, and development.

(e) Copies of the rules and regulations of the facilityand an explanation of the responsibilities of the resident.

(f) The policy of the facility with respect to admission
to and discharge from the various levels of health care offered
by the facility.

(g) The amount and location of any reserve funds required by this chapter, and the name of the person or entity having a claim to such funds in the event of a bankruptcy, foreclosure, or rehabilitation proceeding.

836

(h) A copy of s. 651.071.

837 <u>(i)(h)</u> A copy of the resident's rights as described in s.
838 651.083.

839 (4) A true and complete copy of the full disclosure
840 document to be used <u>must shall</u> be filed with the office <u>before</u>

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841 prior to its use. A resident or prospective resident or his or 842 her legal representative may shall be permitted to inspect the 843 full reports referred to in paragraph (2)(b); the charter or 844 other agreement or instrument required to be filed with the 845 office pursuant to s. 651.022(2), together with all amendments 846 thereto; and the bylaws of the corporation or association, if 847 any. Upon request, copies of the reports and information shall 848 be provided to the individual requesting them if the individual 849 agrees to pay a reasonable charge to cover copying costs.

850 Section 13. Subsection (1) of section 651.105, Florida 851 Statutes, is amended, and subsection (5) is added to that 852 section, to read:

853

651.105 Examination and inspections.-

854 The office may at any time, and shall at least once (1)855 every 3 years, examine the business of any applicant for a 856 certificate of authority and any provider engaged in the 857 execution of care contracts or engaged in the performance of 858 obligations under such contracts, in the same manner as is 859 provided for the examination of insurance companies pursuant to 860 s. 624.316. For a provider as defined in s. 651.028, such 861 examinations shall take place at least once every 5 years. Such 862 examinations shall be made by a representative or examiner 863 designated by the office  $\tau$  whose compensation will be fixed by 864 the office pursuant to s. 624.320. Routine examinations may be 865 made by having the necessary documents submitted to the office; and, for this purpose, financial documents and records 866 867 conforming to commonly accepted accounting principles and practices, as required under s. 651.026, are will be deemed 868

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869 adequate. The final written report of each such examination must 870 shall be filed with the office and, when so filed, constitutes 871 will constitute a public record. Any provider being examined 872 shall, upon request, give reasonable and timely access to all of 873 its records. The representative or examiner designated by the 874 office may at any time examine the records and affairs and 875 inspect the physical property of any provider, whether in 876 connection with a formal examination or not. 877 (5) At the time of the routine examination, the office shall determine if all disclosures required under this chapter 878 879 have been made to the president or chair of the residents' 880 council. Section 14. Subsections (1) through (4) of section 881 882 651.114, Florida Statutes, are amended to read: 883 651.114 Delinquency proceedings; remedial rights.-884 (1)Upon determination by the office that a provider is 885 not in compliance with this chapter, the office may notify the 886 chair of the Continuing Care Advisory Council, who may assist 887 the office in formulating a corrective action plan. 888 A provider shall make available to the advisory (2) 889 council, within no later than 30 days after being requested to do so by the advisory council, a plan for obtaining compliance 890 891 or solvency. 892 (3) Within The council shall, no later than 30 days after 893 notification, the advisory council shall: 894 (a) Consider and evaluate the plan submitted by the 895 provider. 896 Discuss the problem and solutions with the provider. (b) Page 32 of 37

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897	(c) Conduct such other business as is necessary.
898	(d) Report its findings and recommendations to the office,
899	which may require additional modification of the plan.
900	(4) <del>(a)</del> <u>After receiving</u> <del>Upon</del> approval of a plan by the
901	office, the provider shall submit monthly a progress report
902	monthly to the advisory council or the office, or both, in a
903	manner prescribed by the office.
904	<del>(b)</del> After <del>a period of</del> 3 months, or at any earlier time
905	deemed necessary, the council shall evaluate the progress by the
906	provider and shall advise the office of its findings.
907	Section 15. Subsection (3) of section 651.1151, Florida
908	Statutes, is amended to read:
909	651.1151 Administrative, vendor, and management
910	contracts
911	(3) Any contract with an affiliate, an entity controlled
912	by the provider, or an entity controlled by an affiliate of the
913	provider for administrative, vendor, or management services
914	entered into or renewed after October 1, 1991, must include
915	<del>shall contain</del> a provision that the contract <u>will</u> <del>shall</del> be
916	canceled upon issuance of an order by the office pursuant to
917	this section. A copy of the current management services
918	contract, pursuant to this section, if any, must be on file in
919	the marketing office or other <u>area</u> accessible <del>area</del> to residents
920	and the appropriate residents' council resident organizations.
921	Section 16. Section 651.121, Florida Statutes, is amended
922	to read:
923	651.121 <u>Continuing Care</u> Advisory Council
924	(1) The Continuing Care Advisory Council to the office is
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925 created to consist of 10 members who are residents of this state 926 appointed by the Governor and geographically representative of 927 this state. Three members shall be administrators of facilities 928 <u>that which hold valid certificates of authority under this</u> 929 chapter and shall have been actively engaged in the offering of 930 continuing care agreements in this state for 5 years before 931 appointment. The remaining members shall include:

932 (a) A representative of the business community whose933 expertise is in the area of management.

934 (b) A representative of the financial community who is not935 a facility owner or administrator.

936

(c) A certified public accountant.

937 (d) An attorney.

938 (e) Three residents who hold continuing care agreements939 with a facility certified in this state.

940 (2) The term of office for each member shall be 3 years,
941 or until the member's successor has been appointed and
942 qualifies.

943 (3) The council members shall serve without pay, but shall
944 be reimbursed for per diem and travel expenses by the office in
945 accordance with s. 112.061.

(4) Each prospective council member shall submit to the
appointing officer a statement detailing any financial interest
of 10 percent or more in one or more continuing care facilities,
including, but not limited to, ownership interest in a facility,
property leased to a facility, and ownership in any company
providing goods or services to a facility. This statement shall
include the name and address of each facility involved and the

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extent and character of the financial interest of the applicant. 953 954 Upon appointment of the council member, this statement shall 955 become a public document. 956 (5) The council shall: 957 Meet at least once a year and, at such annual meeting, (a) 958 elect a chair from their number and elect or appoint a vice 959 chair secretary, each of whom shall hold office for 1 year and 960 thereafter until a successor is elected and qualified. 961 (b) Hold other meetings at such times and places as the office or the chair of the council may direct. 962 Keep a record of its proceedings. The books and 963 (C) 964 records of the council shall be prima facie evidence of all matters reported therein and, except for proceedings conducted 965 966 under s. 651.018, shall be open to inspection at all times. 967 Act in an advisory capacity to the office on matters (d) 968 pertaining to the operation and regulation of continuing care 969 facilities. 970 Recommend to the office needed changes in statutes and (e) 971 rules. 972 Upon the request of the office, assist, with any (f) 973 corrective action, rehabilitation or cessation of business plan of a provider. 974 975 A provider shall furnish to the council, no later than (6) 976 14 business days after being requested to do so by the council, 977 all documents and information reasonably requested by the 978 council. 979 (7) The council chair shall report annually the council's 980 findings and recommendations concerning continuing care Page 35 of 37

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981	facilities to the Executive Office of the Governor and the
982	Commissioner of Insurance Regulation.
983	(8) At the council's annual meeting, the office shall
984	provide members with a summary and comparison of data on
985	continuing care facilities submitted in the most recent two
986	annual reports and a summary of the number, type, and status of
987	complaints related to continuing care facilities which were
988	filed with the Division of Consumer Services in the Department
989	of Financial Services during the preceding fiscal year.
990	(9) The office shall notify the council by written
991	memorandum or electronic means of proposed rule changes and
992	scheduled rule workshops and hearings related to the
993	administration of this chapter.
994	Section 17. Section 651.133, Florida Statutes, is
995	repealed.
996	Section 18. Subsection (1) of section 628.4615, Florida
997	Statutes, is amended to read:
998	628.4615 Specialty insurers; acquisition of controlling
999	stock, ownership interest, assets, or control; merger or
1000	consolidation
1001	(1) For the purposes of this section, the term "specialty
1002	insurer" means any person holding a license or certificate of
1003	authority as:
1004	(a) A motor vehicle service agreement company authorized
1005	to issue motor vehicle service agreements as those terms are
1006	defined in s. 634.011;
1007	(b) A home warranty association authorized to issue "home
1008	warranties" as those terms are defined in s. 634.301(3) and (4);
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1009	(c) A service warranty association authorized to issue
1010	"service warranties" as those terms are defined in s.
1011	634.401(13) and (14);
1012	(d) A prepaid limited health service organization
1013	authorized to issue prepaid limited health service contracts, as
1014	those terms are defined in chapter 636;
1015	(e) An authorized health maintenance organization
1016	operating pursuant to s. 641.21;
1017	(f) An authorized prepaid health clinic operating pursuant
1018	to s. 641.405;
1019	(g) A legal expense insurance corporation authorized to
1020	engage in a legal expense insurance business pursuant to s.
1021	642.021;
1022	(h) A provider that which is licensed to operate a
1023	facility that which undertakes to provide continuing care as
1024	those terms are defined in s. 651.011 <del>(2), (4), (5), and (6)</del> ;
1025	(i) A multiple-employer welfare arrangement operating
1026	pursuant to ss. 624.436-624.446;
1027	(j) A premium finance company authorized to finance
1028	insurance premiums pursuant to s. 627.828; or
1029	(k) A corporation authorized to accept donor annuity
1030	agreements pursuant to s. 627.481.
1031	Section 19. This act shall take effect July 1, 2010.