

Amendment No. 1

COMMITTEE/SUBCOMMITTEE ACTION

ADOPTED	___	(Y/N)
ADOPTED AS AMENDED	___	(Y/N)
ADOPTED W/O OBJECTION	___	(Y/N)
FAILED TO ADOPT	___	(Y/N)
WITHDRAWN	___	(Y/N)
OTHER	_____	

1 Committee/Subcommittee hearing bill: Insurance & Banking
2 Subcommittee

3 Representative Stevenson offered the following:

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Amendment (with title amendment)

Remove lines 22-53 and insert:

services; complaints; reporting.-

(1) By January 31, 2022, the department shall submit a report to the Governor, the President of the Senate, and the Speaker of the House of Representatives relating to the disposition of complaints received from insureds and subscribers of insurers or health maintenance organizations regulated by the office relating to the access and affordability of behavioral health care services and benefits during the prior calendar year. At a minimum, the report must include all of the following information:

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17 (a) The total number of complaints received.

18 (b) The nature of complaints, including, but not limited
19 to, concerns related to access to in-network providers or
20 facilities; access to inpatient or outpatient services;
21 availability of specialists; affordability of services;
22 equivalency of behavioral health care benefits with respect to
23 medical and surgical benefits; quality of care; and denial of
24 services, including the types of services denied and the stated
25 reason for the denials.

26 (c) The disposition of complaints.

27 (d) Any recommendations made by the department to the
28 Legislature for ensuring access to and the affordability of
29 behavioral health care services to insureds and subscribers.

30 (2) The department shall make available on its website a
31 description of behavioral health care benefits required to be
32 made available pursuant to s. 627.668 and federal law for
33 individual and group policies and contracts.

34 Section 2. Section 627.4215, Florida Statutes, is created
35 to read:

36 627.4215 Disclosures to policyholders; coverage of mental
37 and nervous disorders.-

38 (1) An insurer shall make all of the following information
39 available on its website:

40 (a) The federal and state requirements for coverage of
41 behavioral health care services.

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42 (b) Contact information for the Division of Consumer
43 Services of the Department of Financial Services, including a
44 hyperlink, for consumers to submit inquiries or complaints
45 relating to insurer products or services regulated by the
46 department or the office.

47 (2) On an annual basis, an insurer shall provide written
48 notice to insureds which must include a description of the
49 federal and state requirements for coverage of behavioral health
50 care services. Such notice must also include the website address
51 and statewide toll-free telephone number of the Division of
52 Consumer Services of the department for receiving and logging
53 complaints.

54 Section 3. Section 641.31085, Florida Statutes, is created
55 to read:

56 641.31085 Disclosures to subscribers; coverage of mental
57 and nervous disorders.-

58 (1) A health maintenance organization shall make all of the
59 following information available on its website:

60 (a) The federal and state requirements for coverage of
61 behavioral health care services.

62 (b) Contact information for the Division of Consumer
63 Services of the Department of Financial Services, including a
64 hyperlink, for consumers to submit inquiries or complaints
65 relating to health maintenance organization products or services
66 regulated by the department or the office.

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67 (2) On an annual basis, a health maintenance organization
68 shall provide written notice to subscribers which must include a
69 description of the federal and state requirements for coverage
70 of behavioral health care services. Such notice must also
71 include the website address and statewide toll-free telephone
72 number of the Division of Consumer Services of the department
73 for receiving and logging complaints.

74 Section 4. This act shall take effect October 1, 2021.

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76 **T I T L E A M E N D M E N T**

77 Remove lines 4-15 and insert:
78 requiring the Department of Financial Services to submit a
79 specified report to the Governor and Legislature by a specified
80 date; specifying the minimum information the report must
81 contain; requiring the department to make certain information
82 available on its website; creating ss. 627.4215 and 641.31085,
83 F.S.; requiring insurers and health maintenance organizations,
84 respectively, to disclose specified information on their
85 websites; requiring insurers and health maintenance
86 organizations, respectively, to annually provide certain written
87 notices to insureds or subscribers; providing an effective date.