
THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE BILL

No. 1553 Session of
2017

INTRODUCED BY BAKER, PICKETT, FRANKEL, DIAMOND, CALTAGIRONE,
V. BROWN, IRVIN, JAMES, MILLARD, DeLUCA, DRISCOLL,
SCHLOSSBERG, KAUFER, KINSEY, D. COSTA, M. QUINN, SIMMONS,
FABRIZIO, WARREN, WARD, PASHINSKI, ROAE, ENGLISH, EVERETT,
RADER, BIZZARRO, GABLER, WHEELAND, ZIMMERMAN, CORR AND
MARSHALL, JUNE 16, 2017

REFERRED TO COMMITTEE ON HEALTH, JUNE 16, 2017

AN ACT

1 Providing for the protection of consumers of health care
2 coverage against surprise balance bills for emergency health
3 care services or for other covered health care services when
4 health care services are sought from in-network facilities.

5 TABLE OF CONTENTS

6 Chapter 1. Preliminary Provisions

7 Section 101. Short title.

8 Section 102. Definitions.

9 Chapter 3. Balance Billing and Payment

10 Section 301. Duty of facilities to provide written disclosure.

11 Section 302. Surprise balance bills.

12 Section 303. Direct dispute resolution.

13 Section 304. Independent dispute resolution.

14 Section 305. Applicability.

15 Chapter 5. Insurers

16 Section 501. Communications to consumers.

17 Section 502. Records and confidentiality.

1 Section 503. Enforcement.
2 Section 504. Private cause of action.
3 Chapter 7. Miscellaneous Provisions
4 Section 701. Regulations.
5 Section 702. Effective date.

6 The General Assembly of the Commonwealth of Pennsylvania
7 hereby enacts as follows:

8 CHAPTER 1

9 PRELIMINARY PROVISIONS

10 Section 101. Short title.

11 This act shall be known and may be cited as the Surprise
12 Balance Bill Protection Act.

13 Section 102. Definitions.

14 The following words and phrases when used in this act shall
15 have the meanings given to them in this section unless the
16 context clearly indicates otherwise:

17 "Balance bill." A bill for a covered service provided to an
18 insured who has coverage through a health care plan in order to
19 collect the difference between an out-of-network provider's fee
20 for a covered service received by the insured from the out-of-
21 network provider and the reimbursement received by the out-of-
22 network provider from the insured's health care plan.

23 "Commissioner." The Insurance Commissioner of the
24 Commonwealth.

25 "Confidential information." Nonpublic personal health
26 information, trade secret or confidential proprietary
27 information which is produced by, obtained by or disclosed to
28 the department, the Department of Health, the Department of
29 State, the Office of Attorney General, a resolution organization
30 assigned to a dispute under Chapter 3 or any other person in the

1 course of a dispute resolution under this act.

2 "Confidential proprietary information." Commercial or
3 financial information that:

4 (1) is privileged or confidential; and

5 (2) if disclosed, would cause substantial harm to the
6 competitive position of the person that submitted the
7 information.

8 "Cost-sharing." A copayment, coinsurance, deductible or
9 similar charge. The term does not include premiums, balance
10 billing amounts or the cost of noncovered services.

11 "Covered service." A health care service reimbursable by an
12 insurer under a health care plan.

13 "Department." The Insurance Department of the Commonwealth.

14 "Emergency medical services agency" or "EMS agency." As
15 defined in 35 Pa.C.S. § 8103 (relating to definitions).

16 "Emergency service." A health care service provided to an
17 insured after the sudden onset of a medical condition that
18 manifests itself by acute symptoms of sufficient severity or
19 severe pain such that a prudent layperson who possesses an
20 average knowledge of health and medicine could reasonably expect
21 the absence of immediate medical attention to result in
22 detrimental consequences to the health of the insured or, in the
23 case of a pregnant woman, the health of the insured or her
24 unborn child. The term includes the following:

25 (1) Emergency medical services as defined in 35 Pa.C.S.
26 § 8103.

27 (2) A health care service that a provider determines is
28 necessary to evaluate and, if necessary, stabilize the
29 condition of the insured so that the insured may be
30 transported without suffering detrimental consequences or

1 aggravating the insured's condition.

2 (3) If the insured is admitted into a facility, a health
3 care service rendered prior to transfer or discharge.

4 "Facility." A facility providing a health care service,
5 including any of the following:

6 (1) A general, special, psychiatric or rehabilitation
7 hospital.

8 (2) An ambulatory surgical facility.

9 (3) A cancer treatment center.

10 (4) A birth center.

11 (5) An inpatient, outpatient or residential drug and
12 alcohol treatment facility.

13 (6) A laboratory, diagnostic or other outpatient medical
14 service or testing facility.

15 (7) A physician's office or clinic.

16 "Health care plan." A package of coverage benefits with a
17 particular cost-sharing structure, network and service area that
18 is purchased through a health insurance policy.

19 "Health care practitioner." An individual who is authorized
20 to practice some component of the healing arts by a license,
21 permit, certificate or registration issued by a Commonwealth
22 licensing agency or board. The term includes all of the
23 following:

24 (1) A health service doctor as defined in 40 Pa.C.S. §
25 6302 (relating to definitions).

26 (2) An individual accredited or certified to provide
27 behavioral health services.

28 (3) A practice group.

29 (4) A licensed individual who provides health care
30 services to patients of a facility under clinical privileges

1 granted by the facility.

2 (5) A licensed individual who provides health care
3 services to patients in, or in conjunction with, services
4 provided to patients in a facility.

5 "Health care service." As follows:

6 (1) All of the following categories of services:

7 (i) A covered treatment.

8 (ii) An admission.

9 (iii) A procedure.

10 (iv) Medical supplies and equipment.

11 (v) Other services prescribed or otherwise provided
12 or proposed to be provided by a provider to an insured
13 under a health care plan.

14 (2) All of the following types of services:

15 (i) An emergency service.

16 (ii) A behavioral health care service.

17 (iii) A health care service provided in conjunction
18 with any other health care service sought by an insured
19 in or from a provider, including, but not limited to,
20 radiology, pathology, anesthesiology, neonatology,
21 hospital services and diagnostic interpretation.

22 "Health information." Information or data, whether oral or
23 recorded in any form or medium, created by or derived from a
24 provider or an insured that relates to any of the following:

25 (1) The physical, mental or behavioral health or
26 condition of an individual.

27 (2) The provision of a health care service to an
28 individual.

29 (3) Payment for the provision of a health care service
30 to an individual.

1 "Health insurance policy." A policy, subscriber contract,
2 certificate or plan issued by an insurer that provides medical
3 or health care coverage. The term does not include any of the
4 following:

5 (1) An accident only policy.

6 (2) A credit only policy.

7 (3) A long-term care or disability income policy

8 (4) A specified disease policy.

9 (5) A Medicare supplement policy.

10 (6) A fixed indemnity policy.

11 (7) A dental only policy.

12 (8) A vision only policy.

13 (9) A workers' compensation policy.

14 (10) An automobile medical payment policy.

15 (11) Any other similar policies providing for limited
16 benefits.

17 "In-network provider." A provider who contracts with an
18 insurer to provide health care services to an insured under a
19 health care plan.

20 "Insurance fraud." An offense under 18 Pa.C.S. § 4117
21 (relating to insurance fraud).

22 "Insured." A person on whose behalf an insurer is obligated
23 to pay covered health care expense benefits or provide health
24 care services under a health care plan. The term includes a
25 policyholder, certificate holder, subscriber, member, dependent
26 or other individual who is eligible to receive health care
27 services through a health care plan.

28 "Insurer." An entity licensed by the department with the
29 authority to issue a policy, subscriber contract, certificate or
30 plan that provides medical or health care coverage and is

1 offered or governed under any of the following:

2 (1) The act of May 17, 1921 (P.L.682, No.284), known as
3 The Insurance Company Law of 1921.

4 (2) The act of December 29, 1972 (P.L.1701, No.364),
5 known as the Health Maintenance Organization Act.

6 (3) The provisions of 40 Pa.C.S. Ch. 61 (relating to
7 hospital plan corporations) or 63 (relating to professional
8 health services plan corporations).

9 "Network." The health care providers designated by an
10 insurer to provide health care services to insureds in a health
11 care plan.

12 "Nonpublic personal health information." Health information
13 that:

14 (1) identifies an individual who is the subject of the
15 information; or

16 (2) can provide a reasonable basis to identify an
17 individual.

18 "Out-of-network provider." A provider who does not contract
19 with an insurer to provide health care services to an insured
20 under the insured's health care plan.

21 "Practice group." Any of the following:

22 (1) Two or more health care practitioners legally
23 organized in an entity recognized by the Commonwealth,
24 including a partnership, professional corporation, limited
25 liability company formed to render health care services,
26 medical foundation, not-for-profit corporation, faculty
27 practice plan or other similar entity, if any of the
28 following are satisfied:

29 (i) Each health care practitioner provides a
30 substantial amount of the same range of services that

1 each health care practitioner routinely provides,
2 including, but not limited to, medical care,
3 consultation, diagnosis or treatment, through the joint
4 use of shared office space, facilities, equipment or
5 personnel.

6 (ii) The entity provides a substantial amount of its
7 services through the entity, services are billed in the
8 name of the entity and payments are treated as receipts
9 to the entity.

10 (iii) The entity's overhead expenses and the income
11 are assessed or distributed in accordance with methods
12 previously determined by members of the entity.

13 (2) An entity in which the entity's shareholders,
14 partners or owners include single-practitioner professional
15 corporations, limited liability companies formed to render
16 professional services or other entities in which beneficial
17 owners are individual health care practitioners.

18 "Provider." A facility, health care practitioner,
19 institution or organization, whether for profit or nonprofit,
20 which has the primary purpose of providing health care services
21 and is licensed or otherwise authorized to practice in this
22 Commonwealth.

23 "Record custodian." The department, the Department of
24 Health, the Department of State, a resolution organization
25 assigned to a dispute under section 304 or a person who
26 possesses or controls confidential information.

27 "Resolution organization." A qualified independent third-
28 party claim dispute resolution entity selected by and contracted
29 with the department.

30 "Service area." The geographic area where a health care plan

1 is offered.

2 "Surprise balance bill." A balance bill for any of the
3 following:

4 (1) A covered emergency service provided to an insured
5 by an out-of-network provider, not including a bill for an
6 emergency medical service for which an emergency medical
7 services agency may register with the Department of Health
8 for direct reimbursement under section 635.7 of The Insurance
9 Company Law of 1921.

10 (2) A covered service provided to an insured by an out-
11 of-network provider at an in-network facility in
12 circumstances when the insured did not know the provider was
13 out-of-network or did not choose to receive the service from
14 the out-of-network provider by having requested to receive
15 the service from an in-network provider.

16 (3) A covered service provided to an insured by an out-
17 of-network provider, in conjunction with a health care
18 service for which the insured presented for care to an in-
19 network provider, in circumstances when the insured did not
20 know the provider was out-of-network or did not choose to
21 receive the service from the out-of-network provider by
22 having requested to receive the service from an in-network
23 provider.

24 "Trade secret." Information that:

25 (1) derives independent economic value, actual or
26 potential, from not being generally known to and not being
27 readily ascertainable by proper means by other persons who
28 can obtain economic value from disclosure or use of the
29 information; and

30 (2) is the subject of efforts that are reasonable under

1 the circumstances to maintain the secrecy of the information.

2 CHAPTER 3

3 BALANCE BILLING AND PAYMENT

4 Section 301. Duty of facilities to provide written disclosure.

5 (a) Disclosure.--Whenever an in-network facility schedules a
6 health care service or seeks prior authorization from an insurer
7 for the provision of a health care service to an insured that is
8 expected to include the provision of a health care service by an
9 out-of-network provider, but not earlier than 10 business days
10 prior to admission or date of service, the facility shall
11 provide the insured with an out-of-network service written
12 disclosure. Nothing in this act shall prohibit an insurer from
13 appropriately utilizing reasonable medical management
14 techniques.

15 (b) Provisions.--The out-of-network service written
16 disclosure under subsection (a) shall include the following:

17 (1) One or more named out-of-network providers that are
18 expected to be called upon to render a health care service to
19 the insured during the course of treatment.

20 (2) The out-of-network providers may not have a contract
21 with the insurer and is therefore considered to be out-of-
22 network.

23 (3) A health care service rendered by the named provider
24 will be provided on an out-of-network basis.

25 (4) A description of the range of the charges for the
26 out-of-network health care service.

27 (5) The manner in which the insured may obtain from the
28 insurer an identification of in-network providers who may
29 render the health care service and on how the insured may
30 request and receive the health care service from an in-

1 network provider.

2 (6) The insured may rely on the rights and remedies that
3 may be available under Federal or State law, contact the
4 insurer for additional assistance or agree to accept and pay
5 the charges for the health care service by the out-of-network
6 provider on an out-of-network basis.

7 Section 302. Surprise balance bills.

8 (a) Prohibition.--The following apply:

9 (1) An out-of-network provider which renders a health
10 care service to an insured may not surprise balance bill the
11 insured for any amount in excess of the cost-sharing amounts
12 that would have been imposed if the health care service had
13 been rendered by an in-network provider. Upon request, the
14 insurer shall furnish to the out-of-network provider a
15 statement of the applicable in-network cost-sharing amounts
16 owed by the insured to the provider. The insured shall be
17 responsible for no more than the cost-sharing amounts that
18 would have been due if the service had been rendered by an
19 in-network provider.

20 (2) An out-of-network provider may not advance a
21 surprise balance bill to collections.

22 (b) Assignment of benefits.--The following apply:

23 (1) An out-of-network provider of a health care service
24 which does not surprise balance bill an insured shall be
25 deemed to have received an assignment of benefits from the
26 insured and any reimbursement paid by the insurer shall be
27 paid directly to the out-of-network provider.

28 (2) If an insured receives a surprise balance bill, the
29 insured may submit to the insurer a surprise balance bill
30 form as specified under subsection (c) for the purpose of

1 declaring the bill to be a surprise balance bill. Submission
2 of the surprise balance bill form to the insurer by the
3 insured shall effect an assignment of the insured's benefits
4 to the out-of-network provider. An insured who submits a
5 surprise balance bill form to the insurer, except in the case
6 of insurance fraud, shall be held harmless from all costs
7 except the in-network cost-sharing amount that would
8 otherwise have been due.

9 (c) Form.--The following apply:

10 (1) The department shall specify the content and format
11 of the surprise balance bill form. A draft of the surprise
12 balance bill form and any substantive revisions of the draft
13 shall be published on the department's publicly accessible
14 Internet website and in the Pennsylvania Bulletin for a 30-
15 day comment period prior to the final form being
16 published. The final form and any substantive revisions of
17 the final form shall be published on the department's
18 publicly accessible Internet website and in the Pennsylvania
19 Bulletin. Upon request, the department shall make the
20 surprise balance bill form available in hard copy. The
21 surprise balance bill form shall include the following:

22 (i) A description of a surprise balance bill.

23 (ii) A description of the assignment of benefits
24 affected by submission of the surprise balance bill form.

25 (iii) A description of the hold harmless protection
26 affected by submission of the surprise balance bill form.

27 (iv) An explanation of the purpose of submitting the
28 surprise balance bill form and the surprise balance bill
29 to the insurer.

30 (v) An explanation of what constitutes insurance

1 fraud in the context of submitting the surprise balance
2 bill form, including the criminal and civil penalties for
3 insurance fraud under the laws of this Commonwealth.

4 (2) An insurer shall make available on the insurer's
5 publicly accessible Internet website and include in the
6 insured's health insurance policy form information on how to
7 access and submit a surprise balance bill form.

8 (3) When an insured receives a health care service that
9 may be subject to a surprise balance bill, a provider or
10 insurer associated with the service shall make a good faith
11 effort to notify the insured of the protections specified
12 under this act, including all of the following:

13 (i) The surprise balance bill form as specified
14 under this subsection.

15 (ii) The method to submit the surprise balance bill
16 to the insurer. This may include referencing the
17 availability of the surprise balance bill form on a
18 provider bill, explanation of benefits or the insurer's
19 Internet website or making the surprise balance bill form
20 available in hard copy.

21 (d) Overpayment.--If the insured pays an out-of-network
22 provider more than the in-network cost-sharing amount, all of
23 the following apply:

24 (1) The provider shall refund to the insured within 30
25 business days of receipt any amount paid in excess of the in-
26 network cost-sharing amount.

27 (2) If an out-of-network provider has not made a full
28 refund of any amount paid in excess of the in-network cost-
29 sharing amount to the insured within 30 business days of
30 receipt, interest shall accrue at the rate of 10% per annum

1 beginning with the first calendar day after the 30-business
2 day period. A violation of this paragraph shall be a
3 violation of the act of December 17, 1968 (P.L.1224, No.387),
4 known as the Unfair Trade Practices and Consumer Protection
5 Law.

6 (e) Cost-sharing amount.--An insurer shall count each
7 payment that an insured makes to satisfy a surprise balance bill
8 toward an insured's in-network deductible and maximum out-of-
9 pocket cost-sharing amount.

10 (f) Applicability.--The following apply:

11 (1) For a health insurance policy which requires rates
12 or forms be filed with the Federal Government or the
13 department, this section shall apply to any policy for which
14 a form or rate is first permitted to be used within 180 days
15 of the effective date of this subsection.

16 (2) For a health insurance policy which does not require
17 rates or forms to be filed with the Federal Government or the
18 department, this section shall apply to any policy issued or
19 renewed on or after 180 days from the effective date of this
20 subsection.

21 Section 303. Direct dispute resolution.

22 (a) Mutual agreement.--The following apply:

23 (1) Nothing in this section shall prevent an insurer and
24 an out-of-network provider from mutually agreeing to a
25 payment amount for a health care service which is different
26 from the requirements under this section.

27 (2) Nothing in this section shall prevent an insurer
28 from addressing the availability and use of in-network
29 providers in the insurer's contracts with in-network
30 facilities and in-network providers who make referrals to

1 other providers.

2 (b) Health care service payments.--If an insurer receives a
3 surprise balance bill form and bill from an insured, or if an
4 out-of-network provider submits to an insurer a bill for a
5 health care service covered by this act, the following apply:

6 (1) The insurer shall pay, in accordance with the prompt
7 payment requirements under section 2166 of the act of May 17,
8 1921 (P.L.682, No.284), known as The Insurance Company Law of
9 1921, the out-of-network amount due under the health
10 insurance policy or as required by Federal law.

11 (2) Payment under paragraph (1) shall be made directly
12 to the provider in accordance with section 302(b).

13 (3) The insurer and provider may reach agreement as to
14 an additional amount to be paid for the provider's services,
15 payment of which, in addition to the applicable in-network
16 cost-sharing amount owed by the insured, shall constitute
17 payment in full to the provider for the health care service
18 rendered.

19 (4) If the provider and insurer do not reach an
20 agreement on a payment amount within 60 calendar days after
21 the insurer receives the bill for the health care service,
22 the provider or insurer may submit the dispute for
23 independent dispute resolution under section 304. The
24 provider or insurer may aggregate claims from the provider to
25 the insurer that are submitted for independent dispute
26 resolution, including all claims pertaining to an insured
27 from a single encounter.

28 Section 304. Independent dispute resolution.

29 (a) Arbitration.--The following apply:

30 (1) An independent dispute resolution process for the

1 purpose of arbitrating disputes between an insurer and a
2 provider for payment for an out-of-network service covered by
3 this act shall be administered in accordance with this
4 section. The independent dispute resolution process shall
5 permit private negotiations. Nothing in this section shall be
6 construed to preclude an insurer and a provider from reaching
7 a resolution of their dispute before the arbitrator issues a
8 final award.

9 (2) The independent dispute resolution process shall be
10 conducted by a resolution organization with the procedures as
11 of the effective date of this section of the American
12 Arbitration Association or similarly qualified organization
13 as specified by the department. Except as otherwise set forth
14 in this section, the independent dispute resolution process
15 shall be in accordance with the procedures of the American
16 Arbitration Association Healthcare Payor Provider Arbitration
17 Rules, Desk/Telephonic Track, with fees calculated pursuant
18 to the standard fee schedule and based on the monetary amount
19 in dispute between the out-of-network provider's initial bill
20 and the insurer's initial out-of-network payment.

21 (3) An arbitrator appointed to administer the
22 independent dispute resolution process shall be impartial and
23 independent of the parties and shall perform the arbitrator's
24 duties with diligence and in good faith.

25 (4) The award obtained through the independent dispute
26 resolution process shall be binding on insurer and provider
27 involving the same claim code put forth in the demand for
28 arbitration for a period of one year from the date of the
29 award and shall not be appealable.

30 (5) A payment made by an insurer to a provider for an

1 award obtained through the independent dispute resolution
2 process set forth under this subsection, in addition to the
3 applicable cost-sharing owed by the insured who received the
4 health care service that is the subject of the independent
5 dispute resolution process, shall constitute payment in full
6 for the health care service rendered.

7 (6) If an insurer or out-of-network provider submits the
8 dispute for resolution, the insurer or out-of-network
9 provider shall also participate in the process as described
10 in this section.

11 (b) Process.--The following apply:

12 (1) The party initiating the independent dispute
13 resolution process shall file a demand for arbitration and
14 the applicable administrative filing fee with the resolution
15 organization and simultaneously send a copy of the demand to
16 the department and the other party. The initiating party
17 shall include on the demand the claim code, claim amount and
18 complete contact information for both parties. The demand
19 shall be transmitted in accordance with the resolution
20 organization's procedures.

21 (2) Within 14 days after notice of the filing of the
22 demand is sent under paragraph (1), the parties named in the
23 demand shall submit their best and final offer for the amount
24 in dispute with any supporting documents to each other and
25 the resolution organization. The parties may negotiate a
26 settlement within the 14-day period after notice of the
27 filing is sent. If a settlement is reached, both parties
28 shall advise the resolution organization and the department
29 in writing. If the parties do not notify in writing the
30 resolution organization that a settlement was reached during

1 the 14-day period after notice of the filing is sent, an
2 arbitrator shall be appointed in accordance with the
3 procedures of the resolution organization.

4 (3) Upon appointment of the arbitrator, the resolution
5 organization shall require the parties to deposit the funds
6 it deems necessary to cover the expense of arbitration,
7 including arbitrator's fee, if any, and shall render an
8 accounting to the parties and return any unexpended balance
9 at the conclusion of the case. The deposit for arbitrator's
10 fees shall be split evenly.

11 (4) After the arbitrator is appointed, the resolution
12 organization shall transmit the parties' previously submitted
13 best and final offers with any supporting documents to the
14 arbitrator.

15 (5) In making an award under this subsection, the
16 arbitrator may consider any of the following:

17 (i) The level of training, education and experience
18 of the provider.

19 (ii) The provider's usual charge for comparable
20 health care services provided in-network and out-of-
21 network with respect to any health care plans.

22 (iii) The insurer's usual payment for comparable
23 health care services provided in-network and out-of-
24 network in the service area.

25 (iv) The payment for comparable health care services
26 provided in the service area by any recognized standard,
27 including Medicare or a median index.

28 (v) The availability of the health care service for
29 the insured from in-network providers.

30 (vi) The propensity of the provider to be included

1 in networks and the propensity of the insurer to include
2 providers in networks.

3 (vii) Payments made in prior surprise balance bill
4 disputes between the provider and the insurer.

5 (viii) The circumstances and complexity of the
6 particular case, including the time and place of the
7 health care service.

8 (ix) Any final awards between the insurer and
9 provider for the same claim code from a period of one
10 year prior.

11 (6) The arbitrator's award shall be one of the two
12 amounts submitted by the parties as their best and final
13 offers and shall be binding on both parties.

14 (7) The arbitrator shall issue a final binding award in
15 writing, which shall include the final offers from each party
16 and the claim code. The final binding award shall be issued
17 within 30 days after the arbitrator receives the parties'
18 best and final offer and any supporting documents. Electronic
19 copies of the final award shall be provided to both parties
20 and the department.

21 (c) Cost allocations.--The following apply:

22 (1) In the final award, the arbitrator shall apportion
23 the administrative fees, arbitrator compensation and expenses
24 between the parties.

25 (2) A party that fails to pay all amounts due to the
26 other party within 30 days of receiving the final award
27 shall:

28 (i) pay interest to the prevailing party, calculated
29 and paid in accordance with section 2166 of the act of
30 May 17, 1921 (P.L.682, No.284), known as The Insurance

1 Company Law of 1921; and

2 (ii) be subject to a penalty of \$100 per day, which
3 the department shall transmit to the State Treasurer for
4 deposit into the General Fund, until all payments are
5 made in full.

6 (d) Resolution organization records.--A resolution
7 organization shall comply with all of the following:

8 (1) Maintaining, in an easily accessible and retrievable
9 format and delineated by year, records of the following:

10 (i) The written demand filed by the initiating party
11 establishing the date the resolution organization
12 receives a request for an independent dispute resolution.

13 (ii) Complete materials received from both parties.

14 (iii) The award.

15 (iv) The date the award was communicated to parties.

16 (2) Documenting measures taken to appropriately
17 safeguard the confidentiality of the records and prevent
18 unauthorized use and disclosures under applicable Federal and
19 State law.

20 (3) Reporting annually to the department in the
21 aggregate:

22 (i) The total number of demands for arbitrations
23 received by the resolution organization.

24 (ii) The total number of arbitrations concluded.

25 (iii) The method of disposition for arbitrations
26 concluded, including arbitrations withdrawn due to
27 settlement and the awards made.

28 (4) Protecting from disclosure, except as set forth in
29 section 502, any information specifically identifying the
30 insured who received the health care services that were the

1 subject of an arbitration decision. The information shall be
2 protected and remain confidential in compliance with all
3 applicable Federal and State laws and regulations.

4 (5) Reporting immediately to the department a change in
5 the resolution organization's status which would cause the
6 resolution organization to cease performing or being
7 qualified to perform arbitrations in accordance with this
8 act.

9 Section 305. Applicability.

10 This chapter shall not apply to any of the following:

11 (1) A balance bill for a health care service rendered by
12 an out-of-network provider when an in-network provider is
13 available and the insured has elected to receive the service
14 from an out-of-network provider instead of an in-network
15 provider.

16 (2) A health care service for which an entity, other
17 than an insurer specified under a health insurance policy, is
18 responsible.

19 CHAPTER 5

20 INSURERS

21 Section 501. Communications to consumers.

22 (a) Departmental notice.--The department shall provide a
23 notice on the department's publicly accessible Internet website
24 containing the following:

25 (1) Information for consumers of health care coverage
26 specifying the protections provided under this act.

27 (2) Information regarding the process by which consumers
28 may report and file complaints with the department or another
29 appropriate regulatory agency relating to surprise balance
30 bills.

1 (b) Provider communications.--The following apply:

2 (1) A sign which sets forth the following shall be
3 posted in a prominent place or be included in an appropriate
4 written or electronic communication by a provider and a
5 facility in which health care services are rendered to
6 patients covered by a health care plan who may not be covered
7 at in-network rates:

8 (i) The rights of insureds under this act.

9 (ii) The identification of the department as the
10 proper Commonwealth agency to receive complaints relating
11 to surprise balance bills prohibited under this act.

12 (iii) Contact information for the department.

13 (2) The department may specify the form and content of
14 the notice required under paragraph (1).

15 (3) A communication detailing the cost of a health care
16 service covered by this act must clearly state that an
17 insured will only be responsible for payment of the
18 applicable cost-sharing amounts under the insured's health
19 care plan.

20 (c) Insurer communications.--The following apply:

21 (1) An insurer shall provide a written notice to each
22 insured of the protections provided under this act. The
23 notice shall include information regarding how an insured may
24 contact the department to report and dispute a surprise
25 balance bill. The insurer shall post the notice on the
26 insurer's publicly accessible Internet website and make it
27 available upon request within 90 days of the effective date
28 of this section. The notice shall include an explanation of
29 benefits for any claim submitted beginning not more than 90
30 days after the effective date of this section.

1 (2) The department may specify the form and content of
2 the notice required under paragraph (1).

3 (3) A communication detailing the cost of a health care
4 service covered by this act must clearly state that an
5 insured will only be responsible for payment of the
6 applicable cost-sharing amounts under the insured's health
7 care plan.

8 Section 502. Records and confidentiality.

9 (a) General rule.--A record custodian may not disclose
10 information which is confidential and privileged and not subject
11 to any of the following:

12 (1) The act of February 14, 2008 (P.L.6, No.3), known as
13 the Right-to-Know Law.

14 (2) A subpoena.

15 (3) A discovery or admissible evidence in any private
16 civil action.

17 (b) Exception.--A record custodian may disclose information
18 which meets the criteria under subsection (a) to the department,
19 the Department of Health, the Department of State, the Office of
20 Attorney General or a resolution organization to facilitate the
21 fulfillment of a duty or obligation, including any of the
22 following:

23 (1) Arbitration of a disputed claim.

24 (2) Resolution of a consumer complaint.

25 (3) Investigation and enforcement of an alleged
26 violation of this act.

27 (c) Construction.--Nothing in this section shall be
28 construed to prevent the department from using information which
29 meets the criteria under subsection (a) for internal analysis,
30 or from disclosing the information in a manner that the identity

1 of the subject of the information cannot be ascertained.

2 (d) Waiver prohibited.--The sharing of information which
3 meets the criteria under subsection (a) by the department, the
4 Department of Health, the Department of State, the Office of
5 Attorney General or a resolution organization as authorized by
6 subsection (b) does not constitute a waiver of any applicable
7 privilege or claim of confidentiality.

8 Section 503. Enforcement.

9 (a) Authority.--The following apply:

10 (1) The department, the Department of Health, the
11 Department of State and the Office of Attorney General shall
12 have authority to enforce this act. The appropriate
13 Commonwealth agency may investigate potential violations
14 under this act based upon information received from insureds,
15 insurers, providers and other sources in order to ensure
16 compliance with this act.

17 (2) Nothing in this act shall be construed to limit the
18 ability of the department, the Department of Health, the
19 Department of State or the Office of Attorney General from
20 using information received under this act in the course of
21 its duties under any other law of the Commonwealth.

22 (b) Insurer violations.--The following apply:

23 (1) Upon satisfactory evidence of a violation of this
24 act by an insurer, the commissioner may, in the
25 commissioner's discretion, impose any of the penalties set
26 forth in section 5 of the act of June 25, 1997 (P.L.295,
27 No.29), known as the Pennsylvania Health Care Insurance
28 Portability Act.

29 (2) The enforcement remedies imposed under this
30 subsection are in addition to any other remedies or penalties

1 that may be imposed under any other applicable law of this
2 Commonwealth, including the act of July 22, 1974 (P.L.589,
3 No.205), known as the Unfair Insurance Practices Act.

4 Violations of this act by an insurer shall be deemed to be an
5 unfair method of competition and an unfair or deceptive act
6 or practice under the Unfair Insurance Practices Act.

7 (3) Upon receipt or discovery of evidence of a potential
8 violation of this act by a provider, the department may refer
9 the matter to the Department of Health, the Department of
10 State or the Office of Attorney General, as may be
11 appropriate.

12 (c) Health care practitioner violations.--The following
13 apply:

14 (1) A violation of a provision of this act by a health
15 care practitioner shall constitute unprofessional conduct and
16 subject the health care practitioner to disciplinary action
17 under the applicable law of this Commonwealth relating to
18 professional licensure under which the individual is
19 licensed.

20 (2) Money collected under this section shall be
21 deposited into the fund specified under the applicable law of
22 this Commonwealth relating to professional licensure under
23 which the disciplinary action is taken.

24 (d) EMS agency and facility violations.--The following
25 apply:

26 (1) A violation of section 302 or section 501(b) by an
27 EMS agency shall constitute a violation of 35 Pa.C.S. Ch. 81
28 (relating to emergency medical services system).

29 (2) A violation of section 302 or section 501(b) by a
30 facility shall constitute a violation of the act of July 19,

1 1979 (P.L.130, No.48), known as the Health Care Facilities
2 Act.

3 (3) Money collected under this subsection shall be
4 deposited into the General Fund.

5 (e) Unfair trade practices.--A violation of this act shall
6 be deemed a violation of the act of December 17, 1968 (P.L.1224,
7 No.387), known as the Unfair Trade Practices and Consumer
8 Protection Law.

9 (f) Administrative procedure.--The administrative provisions
10 of this section shall be subject to 2 Pa.C.S. Ch. 5 Subch. A
11 (relating to practice and procedure of Commonwealth agencies). A
12 party against whom penalties are assessed in an administrative
13 action may appeal to Commonwealth Court as provided in 2 Pa.C.S.
14 Ch. 7 Subch. A (relating to judicial review of Commonwealth
15 agency action).

16 (g) Enforcement remedies.--The enforcement remedies imposed
17 under this section shall be in addition to any other remedies or
18 penalties that may be imposed under the laws of this
19 Commonwealth.

20 (h) Duplicative penalties.--Two or more Commonwealth
21 agencies may not impose a penalty on the same insurer or
22 provider for the same violation. A Commonwealth agency that
23 imposes a penalty under this act shall notify the department of
24 the imposition of the penalty.

25 Section 504. Private cause of action.

26 Nothing in this act shall be construed to create or imply a
27 private cause of action for a violation of this act other than
28 as permitted under the act of December 17, 1968 (P.L.1224,
29 No.387), known as the Unfair Trade Practices and Consumer
30 Protection Law.

1 CHAPTER 7

2 MISCELLANEOUS PROVISIONS

3 Section 701. Regulations.

4 The department, the Department of Health and the Department
5 of State may promulgate regulations as may be necessary to
6 implement and enforce this act.

7 Section 702. Effective date.

8 This act shall take effect as follows:

9 (1) The following provisions shall take effect
10 immediately:

11 (i) This section.

12 (ii) Section 302(f).

13 (2) The remainder of this act shall take effect in 180
14 days.