## THE GENERAL ASSEMBLY OF PENNSYLVANIA

## **HOUSE BILL**

No. 2598

Session of

INTRODUCED BY TADDONIO, LAUGHLIN, MANDERINO, GRUPPO, WESTON, CLARK, GEORGE, DEAL, BROWN, KUKOVICH, DURHAM, PUNT, LESCOVITZ, COLAFELLA, IRVIS AND McVERRY, JUNE 9, 1982

REFERRED TO COMMITTEE ON CONSUMER AFFAIRS, JUNE 9, 1982

## AN ACT

- 1 Establishing an act regulating dental plan organizations.
- 2 TABLE OF CONTENTS
- 3 Section 1. Short title.
- 4 Section 2. Definitions.
- 5 Section 3. Certificate of authority for operation of dental
- 6 plan organization; application; information to
- 7 be submitted.
- 8 Section 4. Modification of information; notice.
- 9 Section 5. Issuance of certificate of authority.
- 10 Section 6. General surplus of plan.
- 11 Section 7. Special contingent surplus for organizations
- using more than 20 full-time dentists.
- 13 Section 8. Operational requirements.
- 14 Section 9. Evidence of coverage for enrollees.
- 15 Section 10. Schedule of charges for coverage, solicitation
- documents, contracts with providers.
- 17 Section 11. Books and records; examination and inspection

- 1 by commissioner.
- 2 Section 12. Complaints; procedure for resolution; records.
- 3 Section 13. Annual report; filing; forms.
- 4 Section 14. Expenses, taxes, licenses and fees; maximum
- 5 expenditures.
- 6 Section 15. False or misleading advertising; enforcement.
- 7 Section 16. Suspension or revocation of certificate of
- 8 authority.
- 9 Section 17. Cease and desist orders.
- 10 Section 18. Violations; civil penalty.
- 11 Section 19. Insolvency of organization; action for
- injunction; appointment of receiver.
- 13 Section 20. Applications, filings and reports treated as
- 14 public documents.
- 15 Section 21. Confidentiality of diagnosis or treatment
- information.
- 17 Section 22. Rules and regulations.
- 18 Section 23. Severability.
- 19 Section 24. Effective date.
- 20 The General Assembly of the Commonwealth of Pennsylvania
- 21 hereby enacts as follows:
- 22 Section 1. Short title.
- 23 This act shall be known and may be cited as the "Dental Plan
- 24 Organization Act."
- 25 Section 2. Definitions.
- The following words and phrases when used in this act shall
- 27 have, unless the context clearly indicates otherwise, the
- 28 meanings given to them in this section:
- 29 "Commissioner." The Insurance Commissioner.
- 30 "Dental plan." Any contractual arrangement for dental

- 1 services provided directly or arranged for or administered
- 2 directly on a prepaid or postpaid individual or group capitation
- 3 basis, but shall not include a plan arranged, operated and
- 4 administered by a labor organization for the purpose of
- 5 providing dental services to the membership of the labor
- 6 organization, a plan arranged, operated and administered by an
- 7 employee for the purpose of providing dental services to his
- 8 employees, and a plan arranged, operated and administered by a
- 9 hospital plan corporation or a professional health service
- 10 corporation organized pursuant to 40 Pa.C.S. Chapters 61
- 11 (relating to hospital plan corporations) and 63 (relating to
- 12 professional health services plan corporations).
- "Dental plan organization." Any person who undertakes to
- 14 provide directly or to arrange for or administer one or more
- 15 dental plans providing dental services.
- 16 "Dental services." The general and usual services rendered
- 17 and care administered by doctors of dental surgery, as defined
- 18 in the act of May 1, 1933 (P.L.216, No.76), known as "The Dental
- 19 Law."
- 20 "Enrollee." An individual and his dependents who are
- 21 enrolled in a dental plan organization.
- 22 "Evidence of coverage." Any certificate, agreement or
- 23 contract issued to an enrollee setting forth the dental services
- 24 to which the enrollee is entitled.
- 25 Section 3. Certificate of authority for operation of dental
- 26 plan organization; application; information to be
- 27 submitted.
- 28 (a) No person may establish, operate or administer a dental
- 29 plan organization, or sell or offer to sell, or solicit offers
- 30 to purchase, or receive advance or periodic consideration in

- 1 conjunction with any dental plan organization, utilizing in the
- 2 aggregate the services of more than one full-time equivalent
- 3 dentist without obtaining and maintaining a certificate of
- 4 authority pursuant to this act.
- 5 (b) Within 90 days after the effective date of this act,
- 6 every dental plan organization utilizing in the aggregate the
- 7 services of more than one full-time equivalent dentist shall
- 8 submit an application for a certificate of authority to the
- 9 commissioner. A dental plan organization may continue to operate
- 10 until the commissioner acts upon the application. If the
- 11 application is denied, the dental plan organization shall be
- 12 treated as if its certificate of authority has been revoked.
- 13 (c) An application for a certificate of authority shall be
- 14 in a form prescribed by the commissioner, shall be verified by
- 15 an officer or authorized representative of the dental plan
- 16 organization and shall include the following:
- 17 (1) All basic organizational documents of the dental
- 18 plan organization such as the articles of incorporation,
- 19 articles of association, partnership agreement, trade name
- 20 certificate, trust agreement, shareholder agreement or other
- 21 applicable documents and all amendments to those documents.
- 22 (2) The bylaws, rules and regulations or similar
- 23 documents regulating the conduct or the internal affairs of
- the dental plan organization.
- 25 (3) The names, addresses and official positions of the
- 26 persons who are to be responsible for the conduct of the
- 27 affairs of the dental plan organization, including all
- 28 members of the board of directors, board of trustees,
- 29 executive committee or other governing board or committee,
- 30 the principal officers in the case of a corporation and the

- 1 partners or members in the case of a partnership or
- 2 association.
- 3 (4) All proposed and existing contracts made between any
- 4 dentist and the dental plan organization.
- 5 (5) All proposed and existing contracts made between any
- 6 dentist and any person listed in paragraph (3), any
- 7 consultant or any business manager.
- 8 (6) A description of the dental plan organization, its
- 9 dental plan or plans, facilities and personnel.
- 10 (7) The form of the evidence of coverage to be issued to
- 11 the enrollees.
- 12 (8) The form of any group contract which is issued to
- employers, unions, trustees or others.
- 14 (9) Financial statements showing the dental plan
- organization's assets, liabilities and sources of financial
- support. If the dental plan organization's financial affairs
- are audited by independent certified public accountants, a
- 18 copy of the most recent regular certified financial statement
- 19 shall satisfy this requirement unless the commissioner
- 20 determines that additional or more recent financial
- 21 information is required for the proper administration of this
- 22 act.
- 23 (10) The proposed method of marketing the plan, a
- financial plan with a three-year projection of the initial
- operating results, a statement of the sources of working
- 26 capital and any other sources of funding, a description of
- 27 the facilities and personnel of the plan, and a list of
- 28 names, addresses, and qualifications of all agents,
- employees, or independent contractors to be used in
- 30 solicitation and the basis of compensation for such services.

- 1 (11) A power of attorney duly executed by the dental
- 2 plan organization if not domiciled in this State, appointing
- 3 the commissioner, the commissioner's successors in office and
- 4 duly authorized deputies as the true and lawful attorney of
- 5 the dental plan organization in and for this State, upon whom
- 6 lawful process in any legal action or proceeding against the
- dental plan organization on a cause of action arising in this
- 8 State may be served.
- 9 (12) A description of the geographic area or areas to be
- 10 served.
- 11 (13) A description of the procedures and programs to be
- implemented to achieve an effective dental plan as required
- in section 5(a)(2) and a description of the complaint
- 14 procedure required by section 12.
- 15 (14) Such other information as the commissioner may
- 16 require.
- 17 (d) The dental plan organization shall pay a fee of \$100 to
- 18 the commissioner upon filing an application for a certificate of
- 19 authority.
- 20 Section 4. Modification of information; notice.
- 21 Within 30 days following any significant modification of the
- 22 applicant's operations as set forth in the information required
- 23 by section 3, the applicant shall file with the commissioner
- 24 notice of such modification together with such supporting
- 25 documents as necessary to fully explain the modification. Where
- 26 the modification is the result of action by the applicant, the
- 27 notice shall be provided at least 30 days prior to
- 28 implementation and the modification shall be deemed approved if
- 29 the commissioner does not disapprove it within 30 days of
- 30 filing. The commissioner may promulgate rules exempting from the

- 1 filing requirements those items he considers unnecessary.
- 2 Section 5. Issuance of certificate of authority.
- 3 (a) The commissioner shall issue a certificate of authority
- 4 if he is satisfied that the following conditions are met:
- 5 (1) The persons responsible for conducting the affairs
- of the dental plan organization are competent and trustworthy
- 7 and of good moral character and are professionally capable of
- 8 providing, arranging for or administering the services
- 9 offered by the plan.
- 10 (2) The dental plan organization constitutes an
- 11 appropriate mechanism to achieve an effective dental plan, as
- determined by the commissioner.
- 13 (3) The dental plan organization has made effective
- 14 arrangements to assure that its subscribers have reliable
- 15 access to qualified providers in the geographic area or areas
- to be served by such organization as necessary to provide the
- 17 dental care services described in the evidence of coverage
- 18 and has made appropriate and reasonable arrangements for the
- 19 availability of short-term dental care services in
- 20 emergencies within the geographical area or areas to be
- 21 served by the applicant.
- 22 (4) The dental plan organization has made appropriate
- 23 arrangements for an ongoing evaluation and assurance of the
- 24 quality of dental care services provided to enrollees and the
- 25 adequacy of the personnel, facilities and equipment by or
- through which such services are rendered.
- 27 (5) The dental plan organization has a procedure to
- 28 establish and maintain uniform systems of cost accounting and
- 29 reports and audits that meet the requirements of the
- 30 commissioner, and disclose the cost and effectiveness of its

- operations, the pattern of utilization of its services, and
- the quality, availability and accessibility of its services.
- 3 (6) The dental plan organization is financially
- 4 responsible and may reasonably be expected to meet its
- 5 obligations to enrollees. In making this determination the
- 6 commissioner shall consider at best the following:
- 7 (i) The financial soundness of the dental plan's
- 8 arrangements for services and the schedule of charges
- 9 used.
- 10 (ii) Surety bonds or deposits of cash or securities
- submitted in accordance with section 8 as a guarantee
- that the obligations will be performed.
- 13 (iii) The sufficiency of an agreement with dentists
- 14 for the provision of dental services.
- 15 (iv) The adequacy of working capital.
- 16 (7) A general surplus is maintained as required in
- 17 section 6.
- 18 (8) A contingent surplus is accumulated and maintained
- as required in section 7.
- 20 (9) The condition or methods of operation of the dental
- 21 plan organization are consistent with the public interest,
- 22 including the containment of costs of dental care services.
- 23 (b) When the commissioner disapproves an application for a
- 24 certificate of authority he shall notify the dental plan
- 25 organization in writing of the reasons for the disapproval.
- 26 (c) A certificate of authority shall expire one year
- 27 following the date of issuance or previous renewal. If the
- 28 dental plan organization remains in compliance with this act and
- 29 has paid a renewal fee of \$100, its certificate shall be
- 30 renewed.

- 1 Section 6. General surplus of plan.
- 2 The commissioner may determine, at his discretion, the amount
- 3 of a general surplus, if any, that the dental plan organization
- 4 shall be required to maintain.
- 5 Section 7. Special contingent surplus for organizations using
- 6 more than 20 full-time dentists.
- 7 A dental plan organization utilizing in the aggregate the
- 8 services of more than 20 full-time equivalent dentists shall
- 9 accumulate and maintain a special contingent surplus in excess
- 10 of its assets over liabilities at the rate of 2% annually of its
- 11 net contract and certificate income until the surplus totals
- 12 \$100,000.
- 13 Section 8. Operational Requirements.
- 14 (a) Any director, officer, employee or partner of a dental
- 15 plan organization who receives, collects, reimburses or invests
- 16 moneys in connection with the activities of the organization
- 17 shall be bonded for his fidelity in an amount which shall be
- 18 determined by the commissioner.
- 19 (b) Each dentist employed by a dental plan organization
- 20 shall be insured against professional liability or malpractice
- 21 by an insurer licensed to conduct business in this State for
- 22 such minimum amounts as shall be determined by the commissioner.
- 23 (c) The commissioner may establish qualifications of agents
- 24 to perform their duties under this act, including bonding
- 25 requirements, and issue licenses to those applicants for
- 26 licensure and renewal who meet these requirements. Rules
- 27 establishing such qualifications and procedures for the
- 28 implementation of the licensing program shall be adopted by the
- 29 commissioner. As used in this section, "agent" means a person
- 30 directly or indirectly associated with a prepaid dental plan

- 1 organization primarily to engage in solicitation or enrollment.
- 2 (d) Each dental plan organization to which a certificate of
- 3 authority has been issued pursuant to this act shall furnish a
- 4 surety bond in an amount satisfactory to the commissioner or
- 5 deposit with the commissioner cash or securities acceptable to
- 6 him in at least the same amount as a guarantee that the
- 7 obligations to the enrollees will be performed. The commissioner
- 8 may waive or reduce this requirement whenever satisfied that the
- 9 assets of the organization or its contracts with insurers,
- 10 governments, or other organizations or providers are sufficient
- 11 to reasonably assure the performance of its obligations.
- 12 (e) The investable funds of a dental plan organization shall
- 13 be invested only in securities or other investments permitted by
- 14 the laws of this State for the investment of assets constituting
- 15 the legal reserves of life insurance companies or such other
- 16 securities or investments as the commissioner may permit.
- 17 (f) Any licensed dentist may, upon the request of the
- 18 dentist, participate as a provider in the prepaid dental plan. A
- 19 licensed dentist may exercise such right for a period beginning
- 20 at least 30 days prior to the effective date of the plan and
- 21 continuing through at least 30 days immediately following the
- 22 effective date of the plan. In addition to the 60-day period
- 23 when a plan becomes effective, each plan shall provide an annual
- 24 period of at least 30 days during which a licensed dentist may
- 25 exercise such rights.
- 26 (g) Any enrollee may select any licensed dentist
- 27 participating as a provider in the plan for the rendition of
- 28 professional services rendered under the plan.
- 29 Section 9. Evidence of coverage for enrollees.
- 30 (a) Every enrollee of a prepaid dental plan shall be issued

- 1 an evidence of coverage by the prepaid dental plan organization.
- 2 (b) No evidence of coverage, or amendment thereto, shall be
- 3 delivered, issued for delivery, renewed, or used until the form
- 4 of such evidence of coverage, or amendment thereto, has been
- 5 filed by the dental plan organization with the commissioner and
- 6 approved. If the commissioner does not disapprove the evidence
- 7 of coverage or amendment within 30 days after it is filed, it
- 8 shall be deemed approved unless the commissioner sooner gives to
- 9 such organization his approval thereof. At any time the
- 10 commissioner may, upon at least 30 days' written notice to an
- 11 organization, withdraw his approval, deemed or actual, of any
- 12 evidence of coverage, or amendment thereto, on any grounds
- 13 stated in this section. Such disapproval shall be effected by
- 14 written order which shall state the grounds for disapproval.
- 15 (c) Evidence of coverage shall contain a clear and complete
- 16 statement if a contract, or a reasonably complete summary if a
- 17 certificate, of:
- 18 (1) The dental services and the insurance or other
- 19 benefits, if any, to which enrollees are entitled.
- 20 (2) Any limitations or exclusions on the services, kind
- of services, benefits, or kind of benefits to be provided,
- including any charge, deductible or copayment feature.
- 23 (3) Where and in what manner information is available as
- to how services may be obtained, including telephone numbers.
- 25 (4) A clear and understandable description of the dental
- 26 plan organization's method for resolving enrollee's
- 27 complaints.
- 28 (d) Any subsequent change in the evidence of coverage or the
- 29 amount or percentage of payment which the enrollee is obligated
- 30 to pay, shall be evidenced in a separate document issued to the

- 1 enrollee.
- 2 Section 10. Schedule of charges for coverage, solicitation
- documents, contracts with providers.
- 4 (a) No schedule of charges for enrollee coverage,
- 5 solicitation documents, or contract with a provider, or
- 6 amendments thereto, shall take effect or be utilized in any way
- 7 until an exact sample of such contract, schedule, document, or
- 8 amendment has been filed by the dental plan organization with
- 9 the commissioner and approved. If the commissioner does not
- 10 disapprove the contract, schedule, document, or amendment within
- 11 30 days after it is filed, it shall be deemed approved unless
- 12 the commissioner sooner gives to such organization his approval
- 13 thereof. If the commissioner determines within such 30-day
- 14 period that such contract, schedule, document, or amendment
- 15 thereof, is unlawful, unfair, or unreasonable, or otherwise
- 16 fails to meet the requirements of this act, he shall so notify
- 17 the organization. At any time the commissioner may, upon at
- 18 least 30 days' written notice to an organization, withdraw his
- 19 approval, deemed or actual. Such disapproval shall be effected
- 20 by written order which shall state the grounds for disapproval.
- 21 (b) Charges shall be established in accordance with
- 22 actuarial principles, but charges applicable to an enrollee
- 23 shall not be individually determined based on the status of his
- 24 health.
- 25 (c) The commissioner shall not approve a contract between a
- 26 prepaid dental plan organization and a dental care provider if
- 27 he finds that such contract fails to evidence a good faith
- 28 effort by the prepaid dental plan organization to contain
- 29 increases in the costs of providing dental care services or does
- 30 not require the contracting provider to observe, protect, and

- 1 promote the rights of subscribers as patients.
- 2 Section 11. Books and records; examination and inspection by
- 3 commissioner.
- 4 (a) The commissioner or his designee may, for due cause and
- 5 at least every three years, investigate the business and examine
- 6 the books, accounts, records and files of every dental plan
- 7 organization. For that purpose the commissioner or his designee
- 8 shall have reasonably free access to the offices and places of
- 9 business, books, accounts, papers, records and files of all
- 10 dental plan organizations. A dental plan organization shall keep
- 11 and use in its business such books, accounts and records as will
- 12 enable the commissioner to determine whether the dental plan
- 13 organization is complying with the provisions of this act and
- 14 with the rules and regulations promulgated pursuant to it. A
- 15 dental plan organization shall preserve its books, accounts and
- 16 records for at least four years; except that preservation by
- 17 photographic reproduction or records in photographic form shall
- 18 constitute compliance with this act.
- 19 (b) For the purpose of the examination, the commissioner
- 20 may, within the limits of funds appropriated for such purpose,
- 21 contract with such persons as he may deem advisable to conduct
- 22 the same or assist therein.
- 23 (c) At the discretion of the commissioner, the Secretary of
- 24 Health and the State Dental Council and Examining Board may
- 25 participate in the investigations and examinations described in
- 26 this section to verify the existence of an effective dental
- 27 plan.
- 28 (d) The expenses incurred in making any examination pursuant
- 29 to this section up to \$1,000 annually, shall be assessed against
- 30 and paid by the dental plan organization so examined. Upon

- 1 written notice by the commissioner of the total amount of an
- 2 assessment, a dental plan organization shall become liable for
- 3 and shall pay the assessment to the commissioner.
- 4 Section 12. Complaints; procedure for resolution; records.
- 5 (a) A dental plan organization shall establish and maintain
- 6 a complaint system to provide reasonable procedures for the
- 7 resolution of written complaints initiated by enrollees
- 8 concerning dental plan services.
- 9 (b) A dental plan organization shall provide a timely
- 10 written response to each written complaint it receives.
- 11 Responses to written complaints relating to quality or
- 12 appropriateness of care shall set forth a statement informing
- 13 the complainant in detail of his right to have the complaint
- 14 reviewed by a consulting dentist and of any other rights the
- 15 complainant may have to submit such complaint to any
- 16 professional peer review organization which has been set up by
- 17 professional associations or organizations to monitor the
- 18 quality or appropriateness of provider services rendered in the
- 19 geographic area or areas serviced by the prepaid dental plan
- 20 organization. Such statement shall set forth the name of the
- 21 peer review organization, its address, telephone number, and any
- 22 other pertinent data which will enable the complainant to seek
- 23 further independent review of the complaint. Such appeal shall
- 24 not be made to the peer review organization until the complaint
- 25 system of the dental plan organization has been exhausted.
- 26 (c) Copies of complaints, responses, and reviewing
- 27 consulting dentists' reports shall be available to the
- 28 commissioner and the State Dental Council and Examining Board
- 29 for inspection for at least three years after resolution of the
- 30 complaint.

- 1 (d) The commissioner may examine the complaint system and if
- 2 he determines that the system is not adequate he may require a
- 3 revision of the complaint system.
- 4 Section 13. Annual report; filing; forms.
- 5 (a) Every dental plan organization annually on or before
- 6 March 1 shall file with the commissioner a report covering its
- 7 activities for the preceding calendar year.
- 8 (b) The reports shall be on forms prescribed by the
- 9 commissioner and shall include:
- 10 (1) A financial statement of the dental plan
- organization, including its balance sheet, receipts and
- disbursements for the preceding year certified by a certified
- 13 public accountant.
- 14 (2) Any significant modification of information
- submitted with the application for a certificate of
- authority, including a current report of the names and
- addresses of the persons responsible for the conduct of the
- 18 affairs of the corporation.
- 19 (3) The number of persons who became enrollees during
- the year, the number of enrollees as of the end of the year
- 21 and the number of enrollments terminated during the year.
- 22 (4) A description of the enrollee complaint system
- 23 including the procedures of the complaint system, the total
- 24 number of written complaints handled through the system, a
- summary of causes underlying the complaints filed, and the
- 26 number, amount and disposition of malpractice claims settled
- 27 during the year by the dental plan organization and any of
- 28 the dentists used by it.
- 29 (5) Any other information relating to the performance of
- 30 the dental plan organization as required by the commissioner.

- 1 Section 14. Expenses, taxes, licenses and fees; maximum
- 2 expenditures.
- 3 A dental plan organization shall not use more than 30% of its
- 4 gross contract and certificate income in the first year of
- 5 operation, 25% in the second year of operation and 20% in any
- 6 subsequent year for general expenses, acquisition expenses and
- 7 miscellaneous taxes, licenses and fees.
- 8 Section 15. False or misleading advertising; enforcement.
- 9 (a) No dental plan organization or representative thereof,
- 10 may cause or knowingly permit the use of advertising which is
- 11 untrue or misleading, solicitation which is untrue or
- 12 misleading, or any form of evidence of coverage which is
- 13 deceptive. For purposes of this act:
- 14 (1) A statement or item of information shall be deemed
- to be untrue if it does not conform to fact in any respect
- which is or may be significant to an enrollee of, or person
- 17 considering enrollment in, a dental plan.
- 18 (2) A statement or item of information shall be deemed
- 19 to be misleading, whether or not it may be literally untrue,
- 20 if, in the total context in which the statement is made or
- 21 the item of information is communicated, the statement or
- item of information may be reasonably understood by a person
- 23 who does not possess special knowledge regarding dental plan
- 24 coverage, as indicating any benefit or advantage or the
- absence of any exclusion, limitation or disadvantage of
- 26 possible significance to an enrollee of or person considering
- 27 enrollment in a dental plan, if the benefit or advantage or
- absence of exclusion, limitation or disadvantage does not in
- 29 fact exist.
- 30 (3) Evidence of coverage shall be deemed to be deceptive

- 1 if the evidence of coverage taken as a whole and with
- 2 consideration given to typography, format and language, may
- 3 cause a person who does not possess special knowledge
- 4 regarding dental plans and evidences of coverage therefor, to
- 5 expect benefits, services, charges or other advantages which
- 6 the evidence of coverage does not provide or which the dental
- 7 plan organization issuing the evidence of coverage does not
- 8 regularly make available for enrollees covered under such
- 9 evidence of coverage.
- 10 (b) The unfair trade practice provisions contained in the
- 11 act of December 17, 1968 (P.L.1224, No.387), known as the
- 12 "Unfair Trade Practices and Consumer Protection Law," shall
- 13 apply to dental plan organizations, dental plans and evidences
- 14 of coverage, except to the extent that the commissioner
- 15 determines that the nature of dental plan organizations, dental
- 16 plans and evidences of coverage render these sections clearly
- 17 inappropriate.
- 18 (c) No dental plan organization, unless licensed as an
- 19 insurer, may use in its name, evidence of coverage or
- 20 literature, any of the words "insurance," "assurance,"
- 21 "casualty," "surety," "mutual" or any other words descriptive of
- 22 the insurance, casualty or surety business or deceptively
- 23 similar to the name or description of any insurer licensed to do
- 24 business in this State. The provisions of this subsection shall
- 25 be enforced by the Office of Attorney General and, where
- 26 applicable, the commissioner. Nothing in this act shall limit
- 27 the powers of the Attorney General and the procedures with
- 28 respect to consumer fraud.
- 29 Section 16. Suspension or revocation of certificate of
- authority.

- 1 (a) The commissioner may suspend or revoke any certificate
- 2 of authority issued to a dental plan organization pursuant to
- 3 this act if he finds that any of the following conditions exist:
- 4 (1) The dental plan organization is operating in a
- 5 manner significantly contrary to that described in sections 3
- 6 and 4.
- 7 (2) The dental plan organization issues an evidence of
- 8 coverage which does not comply with the requirements of
- 9 section 9.
- 10 (3) The dental plan organization does not provide or
- 11 arrange for an effective dental plan as determined by the
- 12 commissioner.
- 13 (4) The dental plan organization can no longer be
- expected to meet its obligations to enrollees.
- 15 (5) The dental plan organization, or any authorized
- 16 person on its behalf, has advertised or merchandised its
- services in an untrue or misleading manner.
- 18 (6) The dental plan organization has failed to comply
- 19 with this act or any rules and regulations promulgated
- thereunder.
- 21 (7) The dental plan organization has submitted false or
- 22 misleading information in any filing or submission required
- 23 by this act or any rule or regulation promulgated thereunder.
- 24 (b) When the commissioner has cause to believe that grounds
- 25 for the suspension or revocation of a certificate of authority
- 26 exist, he shall notify the dental plan organization in writing,
- 27 specifically stating the grounds for suspension or revocation. A
- 28 hearing on the matter shall be granted by the commissioner
- 29 within 20 days after a request in writing by the dental plan
- 30 organization. After the hearing, or upon failure of the dental

- 1 plan organization to appear at the hearing, the commissioner
- 2 shall take action on his findings.
- 3 (c) If the commissioner suspends the certificate of
- 4 authority, the dental plan organization shall not accept any
- 5 additional enrollees or engage in any advertising or
- 6 solicitation during the period of the suspension.
- 7 (d) If the commissioner revokes the certificate of
- 8 authority, the dental plan organization shall proceed to
- 9 dissolve its structure immediately following the effective date
- 10 of the order of revocation, and shall conduct no further
- 11 business except as may be essential to the orderly conclusion of
- 12 the affairs of the dental plan organization. The commissioner by
- 13 written order, however, may permit such further operation of the
- 14 dental plan organization as he finds to be in the best interest
- 15 of enrollees to the end that enrollees shall be afforded the
- 16 greatest practical opportunity to obtain continuing dental plan
- 17 coverage.
- 18 (e) Notwithstanding the provisions of subsections (c) and
- 19 (d), a dental plan organization which has had its certificate of
- 20 authority suspended or revoked, or has suffered an adverse
- 21 decision by the commissioner, shall be entitled to a hearing
- 22 pursuant to Title 2 of the Pennsylvania Consolidated Statutes
- 23 (relating to administrative law and procedure).
- 24 Section 17. Cease and desist orders.
- 25 (a) The commissioner may issue an order directing a dental
- 26 plan organization or a representative of a dental plan
- 27 organization to cease and desist from engaging in any act or
- 28 practice in violation of the provisions of this act.
- 29 (b) Within 20 days after service of the order of cease and
- 30 desist, the respondent may request a hearing on the question of

- 1 whether acts or practices in violation of this act have
- 2 occurred. The hearings shall be conducted pursuant to Title 2 of
- 3 the Pennsylvania Consolidated Statutes (relating to
- 4 administrative law and procedure) and judicial review shall be
- 5 available as provided therein.
- 6 Section 18. Violations; civil penalty.
- 7 Any dental plan organization which violates any provisions of
- 8 this act, or neglects, fails or refuses to comply with any of
- 9 the requirements of this act, except the failure to file an
- 10 annual report and the failure to reply in writing to inquiries
- 11 of the commissioner, shall be liable for a civil penalty of no
- 12 more than \$1,000 for each violation. The penalty may be sued for
- 13 and recovered by the Office of Attorney General.
- 14 Section 19. Insolvency of organization; action for injunction;
- appointment of receiver.
- Whenever any dental plan organization shall become insolvent
- 17 or shall suspend its ordinary business for want of funds to
- 18 carry on the same, or whenever the commissioner shall ascertain,
- 19 as a result of examination as authorized by this act, or in any
- 20 other manner, that the dental plan organization is exceeding its
- 21 powers or violating the law or that its condition or methods of
- 22 business may render the continuance of its operations hazardous
- 23 to its enrollees or the public, or that its assets are less than
- 24 its liabilities, the commissioner may institute an action in the
- 25 Commonwealth Court to enjoin it from the transaction of any
- 26 further business, or from the transfer or disposal of its
- 27 property in any manner whatsoever. The court may proceed in the
- 28 action in a summary manner or otherwise. It may grant injunctive
- 29 relief and appoint a receiver, with power to sue for, collect,
- 30 receive and take into his possession all the goods and chattels,

- 1 rights and credits, moneys and effects, lands and tenement,
- 2 books, papers, choses in action, bills, notes and property of
- 3 every description belonging to the dental plan organization and
- 4 sell and convey and assign the same, and authorize the purchase
- 5 of continuing coverage for enrollees utilizing the remaining
- 6 assets, and hold and dispose of the proceeds thereof under the
- 7 direction of the Commonwealth Court. The court may cause the
- 8 receiver to continue the existing operations of the
- 9 organization, under court supervision, until the next
- 10 anniversary of the subscription certificates and contracts then
- 11 in force. The dental plan organization may be deemed insolvent
- 12 whenever it is presently or prospectively unable to fulfill its
- 13 outstanding contracts and to maintain the surpluses required
- 14 pursuant to this act.
- 15 Section 20. Applications, filings and reports treated as public
- documents.
- 17 Applications, filings and reports required under this act
- 18 except contracts referred to in section 3(c)(4) and (5), shall
- 19 be treated as public documents and shall not be considered
- 20 confidential.
- 21 Section 21. Confidentiality of diagnosis or treatment
- information.
- 23 Data or information pertaining to the diagnosis, treatment or
- 24 health of any enrollee obtained by the dental plan organization
- 25 from the enrollee or any dentist shall be confidential and shall
- 26 not be disclosed to any person except to the extent that it may
- 27 be necessary to carry out the purposes of this act, or upon the
- 28 express consent of the enrollee, or pursuant to statute or court
- 29 order for the production of evidence or the discovery thereof,
- 30 or in the event of claim or litigation between the enrollee and

- 1 the dental plan organization wherein the data or information is
- 2 pertinent. A dental plan organization shall be entitled to claim
- 3 any statutory privileges against such disclosure which the
- 4 dentist who furnished the information to the dental organization
- 5 is entitled to claim.
- 6 Section 22. Rules and regulations.
- 7 The commissioner may promulgate such rules and regulations as
- 8 he may deem necessary to effectuate the purposes of this act.
- 9 Section 23. Severability.
- 10 If any section, term or provision of this act shall be
- 11 adjudged invalid for any reason, such judgment shall not affect,
- 12 impair or invalidate any other section, term or provision of
- 13 this act, and the remaining sections, terms and provisions shall
- 14 be and remain in full force and effect.
- 15 Section 24. Effective date.
- 16 This act shall take effect in 60 days.