
THE GENERAL ASSEMBLY OF PENNSYLVANIA

SENATE BILL

No. **822** Session of
2019

INTRODUCED BY SCHWANK AND COSTA, AUGUST 7, 2019

REFERRED TO BANKING AND INSURANCE, AUGUST 7, 2019

AN ACT

1 Providing for the protection of consumers of health care
2 coverage against surprise balance bills for emergency
3 services and certain covered health care services.

4 TABLE OF CONTENTS

5 Chapter 1. Preliminary Provisions

6 Section 101. Short title.

7 Section 102. Definitions.

8 Chapter 3. Balance Billing and Payment

9 Section 301. Applicability.

10 Section 302. In-network facility notice.

11 Section 303. Hold harmless.

12 Section 304. Direct dispute resolution.

13 Section 305. Arbitrated dispute resolution.

14 Chapter 5. Miscellaneous Provisions

15 Section 501. Communications to consumers.

16 Section 502. Records and confidentiality.

17 Section 503. Enforcement.

18 Section 504. Private cause of action.

19 Section 505. Regulations.

1 Section 506. Effective date.

2 The General Assembly of the Commonwealth of Pennsylvania
3 hereby enacts as follows:

4 CHAPTER 1
5 PRELIMINARY PROVISIONS

6 Section 101. Short title.

7 This act shall be known and may be cited as the Health
8 Insurance Surprise Balance Bill Protection Act.

9 Section 102. Definitions.

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

13 "Balance bill." A bill for a covered service provided to an
14 insured that seeks to collect from the insured the difference
15 between an out-of-network provider's fee for a covered service
16 received by the insured from the out-of-network provider and the
17 reimbursement received by the out-of-network provider from the
18 insured's health care plan.

19 "Commissioner." The Insurance Commissioner of the
20 Commonwealth.

21 "Confidential information." Nonpublic personal health
22 information, trade secret or confidential proprietary
23 information and copies thereof in the possession or control of
24 the department, the Department of Health, the Department of
25 State, the Office of Attorney General, any resolution
26 organization assigned to a dispute under section 305 or other
27 person, that is produced by, obtained by or disclosed to any of
28 them in the course of a dispute resolution under this act.

29 "Confidential proprietary information." Commercial or
30 financial information:

1 (1) that is privileged or confidential; and
2 (2) the disclosure of which would cause substantial harm
3 to the competitive position of the person that submitted the
4 information.

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

8 "Covered service." A health care service reimbursable by an
9 insurer pursuant to a health care plan.

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

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

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

22 (1) Emergency medical services, including emergency
23 medical services as defined in 35 Pa.C.S. § 8103, rendered by
24 an EMS agency.

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

30 (3) If an insured is admitted, a health care service

1 rendered prior to transfer or discharge.

2 "Facility." A facility that provides a health care service,
3 including:

4 (1) A general, special, psychiatric or rehabilitation
5 hospital.

6 (2) An ambulatory surgical facility.

7 (3) A cancer treatment center.

8 (4) A birth center.

9 (5) An inpatient, outpatient or residential drug and
10 alcohol treatment facility.

11 (6) A laboratory, diagnostic or other outpatient medical
12 service or testing facility.

13 (7) A physician office or clinic.

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

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

21 (1) A health service doctor, as that term is defined in
22 40 Pa.C.S. § 6302 (relating to definitions).

23 (2) An individual accredited or certified to provide
24 behavioral health services.

25 (3) A practice group.

26 (4) A licensed individual to whom a facility has granted
27 clinical privileges and who provides health care services to
28 patients of the facility under the clinical privileges.

29 (5) A licensed individual who provides health care
30 services to a patient, or in conjunction with services

1 provided to that patient in a facility.

2 "Health care service." The term includes the following:

3 (1) Categories of services:

4 (i) A covered treatment.

5 (ii) An admission.

6 (iii) A procedure.

7 (iv) Medical supplies and equipment.

8 (v) Other services prescribed or otherwise provided
9 or proposed to be provided by a provider to an insured
10 under a health care plan.

11 (2) Types of services:

12 (i) An emergency service.

13 (ii) A behavioral health care service.

14 (iii) A service provided in conjunction with the
15 service sought by an insured in or from a provider,
16 including, but not limited to, radiology, pathology,
17 anesthesiology, neonatology, hospitalist services and
18 diagnostic interpretation.

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

23 (1) The past, present or future physical, mental or
24 behavioral health or condition of an individual.

25 (2) The provision of a health care service to an
26 individual.

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

29 "Health insurance policy." A policy, subscriber contract,
30 certificate or plan issued by an insurer that provides medical

1 or health care coverage. The term does not include any of the
2 following:

3 (1) An accident only policy.

4 (2) A credit only policy.

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

6 (4) A specified disease policy.

7 (5) A Medicare supplement policy.

8 (6) A TRICARE policy, including a Civilian Health and
9 Medical Program of the Uniformed Services (CHAMPUS)
10 supplement policy.

11 (7) A fixed indemnity policy.

12 (8) A dental only policy.

13 (9) A vision only policy.

14 (10) A workers' compensation policy.

15 (11) An automobile medical payment policy under 75
16 Pa.C.S. (relating to vehicles).

17 (12) Any other similar policy providing for limited
18 benefits.

19 "In-network provider." A provider that contracts with an
20 insurer to provide health care services to an insured under a
21 health care plan.

22 "Insurance fraud." As defined in 18 Pa.C.S. § 4117 (relating
23 to insurance fraud).

24 "Insured." A person on whose behalf an insurer is obligated
25 to pay covered health care expense benefits or provide health
26 care services under a health care plan. The term includes a
27 policyholder, certificate holder, subscriber, member, dependent
28 or other individual who is eligible to receive health care
29 services through a health care plan. An authorized
30 representative may act on behalf of an insured.

1 "Insurer." An entity licensed by the department with
2 accident and health authority to issue a policy, subscriber
3 contract, certificate or plan that provides medical or health
4 care coverage offered or governed under any of the following:

5 (1) The act of May 17, 1921 (P.L.682, No.284), known as
6 The Insurance Company Law of 1921, including section 630 and
7 Article XXIV thereof.

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

10 (3) 40 Pa.C.S. Ch. 61 (relating to hospital plan
11 corporations) or 63 (relating to professional health services
12 plan corporations).

13 "Network." The health care providers designated by an
14 insurer to provide health care services to insureds in a health
15 care plan.

16 "Nonpublic personal health information." Health information
17 that:

18 (1) identifies an individual who is the subject of the
19 information; or

20 (2) there is a reasonable basis to believe could be used
21 to identify an individual.

22 "Out-of-network provider." A provider that does not contract
23 with an insurer to provide health care services to an insured
24 under the insured's health care plan.

25 "Practice group." Two or more health care practitioners,
26 legally organized in a business form recognized by the
27 Commonwealth, including a partnership, professional corporation,
28 limited liability company formed to render health care services,
29 medical foundation, not-for-profit corporation, faculty practice
30 plan or other similar entity that satisfies one of the following

1 criteria:

2 (1) in which each practitioner who is a member of the
3 group provides substantially the full range of services that
4 the practitioner routinely provides, including, but not
5 limited to, medical care, consultation, diagnosis or
6 treatment, through the joint use of shared office space,
7 facilities, equipment or personnel;

8 (2) for which substantially all of the services of the
9 practitioners who are members of the group are provided
10 through the group and are billed in the name of the group
11 practice, and amounts so received are treated as receipts of
12 the group; or

13 (3) in which the overhead expenses of, and the income
14 from, the group are distributed in accordance with methods
15 previously determined by members of the group.

16 An entity that does not otherwise meet this definition shall be
17 considered a practice group even if its shareholders, partners
18 or owners of the practice group include single-practitioner
19 professional corporations, limited liability companies formed to
20 render professional services or other entities in which
21 beneficial owners are individual practitioners.

22 "Provider." An individual, facility, institution,
23 organization or other person, whether for profit or nonprofit,
24 whose primary purpose is to provide health care services and is
25 licensed or otherwise authorized to practice in this
26 Commonwealth. The term includes a facility and health care
27 practitioner.

28 "Record custodian." The department, the Department of
29 Health, the Department of State, a resolution organization
30 assigned to a dispute under section 305 or other person who

1 possesses or controls confidential information.

2 "Resolution organization." A qualified independent third-
3 party claim dispute resolution entity selected by and contracted
4 with the department.

5 "Service area." The geographic area in which a health care
6 plan is offered.

7 "Surprise bill." A balance bill as provided in section 301.

8 "Trade secret." Information that:

9 (1) Derives independent economic value, actual or
10 potential, from not being generally known to and not being
11 readily ascertainable by proper means by other persons who
12 can obtain economic value from its disclosure or use.

13 (2) Is the subject of efforts that are reasonable under
14 the circumstances to maintain secrecy of the information.

15 CHAPTER 3

16 BALANCE BILLING AND PAYMENT

17 Section 301. Applicability.

18 (a) General rule.--This act applies to a balance bill for
19 one or more of the following:

20 (1) A covered emergency service provided to an insured
21 by an out-of-network provider except that this act does not
22 apply to a bill for an emergency medical service for which an
23 emergency medical services agency may register with the
24 Department of Health for direct reimbursement pursuant to
25 section 635.7 of the act of May 17, 1921 (P.L.682, No.284),
26 known as The Insurance Company Law of 1921.

27 (2) A covered service provided to an insured by an out-
28 of-network provider at an in-network facility, when the
29 insured did not know the provider was an out-of-network
30 provider or did not choose to receive the service from the

1 out-of-network provider, and having requested to receive the
2 service from an in-network provider.

3 (3) A covered service provided to an insured by an out-
4 of-network provider, in conjunction with a health care
5 service for which the insured presented for care to an in-
6 network provider, when the insured did not know the provider
7 was an out-of-network provider or did not choose to receive
8 the service from the out-of-network provider, and requested
9 to receive the service from an in-network provider.

10 (b) Exceptions.--This act does not apply to:

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 from an in-network
15 provider.

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

19 (c) Construction.--Nothing in this act shall be construed to
20 prohibit an insurer from appropriately utilizing reasonable
21 medical management techniques.

22 Section 302. In-network facility notice.

23 (a) Written disclosure required.--At the time an in-network
24 facility schedules a health care service or seeks prior
25 authorization from an insurer for the provision of a health care
26 service to an insured that is expected to include the provision
27 of a health care service by an out-of-network provider, but in
28 any event not less than 10 business days prior to admission or
29 date of service, the in-network facility shall provide the
30 insured with an out-of-network service written disclosure.

1 (b) Contents of written disclosure.--The out-of-network
2 service written disclosure shall include the following:

3 (1) A statement that one or more certain named out-of-
4 network providers are expected to be called upon to render a
5 health care service to the insured during the course of
6 treatment.

7 (2) A statement that the named out-of-network provider
8 may not have a contract with the insurer and is therefore
9 considered to be an out-of-network provider.

10 (3) A statement that a health care service rendered by
11 the named provider will be provided on an out-of-network
12 basis.

13 (4) A description of the range of the charges for the
14 out-of-network provider's health care service.

15 (5) Directions on how the insured may obtain from the
16 insurer an identification of in-network providers who may
17 render the health care service and how the insured may
18 request and receive the health care service from an in-
19 network provider.

20 (6) Notification that the insured may rely on the rights
21 and remedies that may be available under this act or other
22 Federal or State law, contact the insurer for additional
23 assistance or agree to accept and pay the charges for the
24 health care service by the out-of-network provider on an out-
25 of-network basis.

26 Section 303. Hold harmless.

27 (a) Out-of-network providers and insurers.--

28 (1) An out-of-network provider that renders a health
29 care service covered by this act to an insured may not
30 surprise bill the insured for any amount in excess of the

1 cost-sharing amounts that would have been imposed if the
2 health care service had been rendered by an in-network
3 provider.

4 (2) The insurer shall furnish to the out-of-network
5 provider upon request a statement of the applicable in-
6 network provider cost-sharing amounts owed by the insured to
7 the provider.

8 (3) The insured shall be responsible for no more than
9 the cost-sharing amounts that would have been due if the
10 health care service had been rendered by an in-network
11 provider.

12 (b) Collections.--An out-of-network provider may not advance
13 a surprise bill to collection.

14 (c) Assignment of benefits.--

15 (1) An out-of-network provider of a health care service
16 covered by this act that does not surprise bill an insured
17 shall be deemed to have received an assignment of benefits
18 from the insured, and any reimbursement paid by the insurer
19 shall be paid directly to the out-of-network provider.

20 (2) (i) If an insured receives a surprise bill, the
21 insured may submit to the insurer a surprise bill form,
22 as described in subsection (d), to declare the bill a
23 surprise bill. Submission of the surprise bill form to
24 the insurer by the insured shall effect an assignment of
25 the insured's benefits to the out-of-network provider.

26 (ii) An insured who submits a surprise bill form to
27 the insurer, except in the case of insurance fraud, shall
28 be held harmless from all costs except the in-network
29 provider cost-sharing amount that would otherwise have
30 been due.

1 (d) Surprise bill form.--

2 (1) The department shall specify the content and format
3 of a surprise bill form. A draft shall be published for a 30-
4 day comment period prior to the final form being published.
5 Publication shall be on the department's publicly accessible
6 Internet website and in the Pennsylvania Bulletin.
7 Substantive revisions of the form shall also be subject to
8 the comment period and publication requirement. The form
9 shall at least:

10 (i) Describe what is a surprise bill.

11 (ii) Describe the assignment of benefits effected by
12 submission of the form.

13 (iii) Describe the hold harmless protection effected
14 by submission of the form.

15 (iv) Explain the need to submit the form and the
16 surprise bill to the insurer.

17 (v) Caution the insured regarding what is insurance
18 fraud in the context of submitting the form, including
19 that insurance fraud is punishable as a felony crime, may
20 require payment of restitution and may subject a person
21 who has committed insurance fraud to a civil action.

22 (2) The department shall make the surprise bill form
23 available on the department's publicly accessible Internet
24 website and in hard copy upon request.

25 (3) An insurer shall make available on the department's
26 publicly accessible Internet website and include in the
27 insured's health insurance policy form information on how to
28 access and submit a surprise bill form.

29 (4) When an insured receives a health care service that
30 may be subject to a surprise bill, each provider and insurer

1 associated with the health care service shall make a good
2 faith effort to notify the insured of the protections
3 afforded by this act, the surprise bill form and the means
4 for submitting the surprise bill form to the insurer. The
5 notification may include referencing the availability of the
6 surprise bill form on a provider bill or an explanation of
7 benefits, making the surprise bill form available on a
8 publicly accessible Internet website and making the surprise
9 bill form available to the insured in hard copy.

10 (e) Overpayment.--If the insured pays an out-of-network
11 provider more than the in-network cost-sharing amount:

12 (1) The provider shall refund to the insured, within 30
13 business days of receipt of payment, any amount paid in
14 excess of the in-network provider cost-sharing amount.

15 (2) If an out-of-network provider has not made a full
16 refund of any amount paid in excess of the in-network
17 provider cost-sharing amount to the insured within 30
18 business days of receipt of payment, interest shall accrue at
19 the rate of 10% per annum beginning with the first calendar
20 day after the 30-business day period.

21 (3) A violation of this subsection shall be considered a
22 violation of the act of December 17, 1968 (P.L.1224, No.387),
23 known as the Unfair Trade Practices and Consumer Protection
24 Law.

25 (f) Credit against maximum out-of-pocket cost-sharing
26 amount.--An insurer shall count toward an insured's in-network
27 provider deductible and maximum out-of-pocket cost-sharing
28 amount each payment that an insured makes to satisfy a surprise
29 balance bill subject to this act.

30 Section 304. Direct dispute resolution.

1 (a) Construction.--Nothing in this act shall be construed
2 to:

3 (1) Prevent an insurer and an out-of-network provider
4 from mutually agreeing to a payment amount for a health care
5 service covered by this act outside of the mechanism provided
6 in this section.

7 (2) Prevent an insurer from addressing the availability
8 and use of in-network providers in the insurer's contracts
9 with in-network provider facilities and in-network providers
10 that make referrals to other providers.

11 (b) Payment for health care service.--If an insurer receives
12 a surprise bill form and bill from an insured or if an out-of-
13 network provider submits to an insurer a bill for a health care
14 service covered by this act:

15 (1) The insurer shall pay, in accordance with the prompt
16 payment requirements under section 2166 of the act of May 17,
17 1921 (P.L.682, No.284), known as The Insurance Company Law of
18 1921, the out-of-network provider amount due under the health
19 insurance policy or as required by Federal law.

20 (2) Payment under paragraph (1) shall be made directly
21 to the provider according to the assignment of benefits
22 provision under section 303(c).

23 (3) The insurer and provider may reach agreement as to
24 an additional amount to be paid for the provider's health
25 care services, payment of which, in addition to the
26 applicable in-network provider cost-sharing amount owed by
27 the insured, shall constitute payment in full to the provider
28 for the health care service rendered.

29 (4) If the provider and insurer do not reach agreement
30 on a payment amount, either through the negotiation process

1 specified in this subsection or otherwise, within 60 calendar
2 days after the insurer receives the bill for the health care
3 service, either party may submit the dispute for formal
4 dispute resolution under this section. Either party may
5 aggregate claims from the provider to the insurer that are
6 submitted for formal dispute resolution to include all claims
7 pertaining to an insured from a single encounter.

8 Section 305. Arbitrated dispute resolution.

9 (a) Process established.--

10 (1) (i) An independent dispute resolution process for
11 the purpose of arbitrating disputes between an insurer
12 and a provider for payment for an out-of-network service
13 covered by this act is established. Private negotiations
14 are permitted.

15 (ii) Nothing in this section shall be construed to
16 preclude the parties from reaching a resolution of their
17 dispute before the arbitrator issues a final award.

18 (2) (i) The dispute resolution process shall use the
19 American Arbitration Association or, if the American
20 Arbitration Association ceases to exist or ceases to be
21 qualified or becomes unable to perform arbitrations in
22 connection with section 304, a similarly qualified
23 organization specified by the department, as the
24 resolution organization.

25 (ii) Except as otherwise provided in this section,
26 the arbitration shall follow the desk/telephonic track
27 procedures of the American Arbitration Association
28 Healthcare Payor Provider Arbitration Rules and Mediation
29 Procedures, with fees calculated under the Standard Fee
30 Schedule and based on the monetary amount in dispute

1 between the out-of-network provider's initial bill and
2 the insurer's initial out-of-network payment.

3 (3) An arbitrator appointed to administer a dispute
4 shall be impartial and independent of the parties and shall
5 perform the arbitrator's duties with diligence and in good
6 faith.

7 (4) If either an insurer or an out-of-network provider
8 submits the dispute for resolution, the other party shall
9 also participate in the process as provided in this section.

10 (5) The award obtained through the resolution process
11 shall be binding on both parties and not appealable. The
12 award shall be binding on the insurer and provider for any
13 disputes between them involving the same claim code stated in
14 the demand for arbitration for a period of one year from the
15 date of the award.

16 (6) A payment made by an insurer to a provider under an
17 award obtained through the resolution process specified in
18 this section, in addition to the applicable cost-sharing owed
19 by the insured who received the health care service that is
20 the subject of the resolution process, shall constitute
21 payment in full for the health care service rendered.

22 (b) Binding resolution process.--

23 (1) The party initiating the process shall file a demand
24 for arbitration, and the applicable administrative filing
25 fee, with the resolution organization and simultaneously send
26 a copy of the demand to the department and the other party.
27 The initiating party shall include on the demand the claim
28 code, claim amount and complete contact information for both
29 parties and shall transmit the demand in accordance with the
30 resolution organization's procedures.

1 (2) Within 14 calendar days after notice of the filing
2 of the demand is sent by the resolution organization, the
3 parties named in the demand shall each submit their best and
4 final offer for the amount in dispute with supporting
5 documents to each other and the resolution organization.

6 (3) An arbitrator shall be selected in accordance with
7 the process established by the resolution organization,
8 subject to the following:

9 (i) During the 14-calendar-day period after the
10 notice of filing is sent, the parties may negotiate a
11 settlement. If a settlement is reached, both parties
12 shall advise in writing the resolution organization and
13 the department.

14 (ii) If, during the 14-calendar-day period, the
15 parties do not notify in writing the resolution
16 organization that a settlement was reached, an arbitrator
17 shall be appointed in accordance with the procedures of
18 the resolution organization.

19 (iii) Upon appointment of the arbitrator, the
20 resolution organization shall require the parties to
21 deposit sums of money as the resolution organization
22 deems necessary to cover the expense of arbitration,
23 including the arbitrator's fees, if any, render an
24 accounting to the parties and return any unexpended
25 balance at the conclusion of the case. The deposit for
26 arbitrator's fees shall be split evenly between the
27 parties.

28 (4) After the arbitrator is appointed, the resolution
29 organization shall transmit to the arbitrator the parties'
30 previously submitted best and final offers with supporting

1 documents.

2 (5) In making an award under this subsection, the
3 arbitrator may consider:

4 (i) The level of training, education and experience
5 of the provider.

6 (ii) The provider's usual charge for comparable
7 health care services provided in-network and out-of-
8 network with respect to any health care plan.

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

12 (iv) The payment for comparable health care services
13 provided in the service area by a recognized standard,
14 including Medicare or a median index.

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

17 (vi) The propensity of the provider to be included
18 in networks and the propensity of the insurer to include
19 providers in networks.

20 (vii) Payments made in prior surprise bill disputes
21 between the provider and the insurer.

22 (viii) The circumstances and complexity of the
23 particular case, including the time and place of the
24 health care service.

25 (ix) Any final award between the insurer and
26 provider for the same claim code from a period of one
27 year prior.

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

1 (7) The arbitrator shall issue a final binding award in
2 writing. The award shall include the final offers from each
3 party and the claim code, and shall be issued within 30 days
4 after the arbitrator has received the parties' best and final
5 offer and supporting documents. Electronic copies of the
6 final award shall be provided to both parties and the
7 department.

8 (c) Cost allocations.--

9 (1) In the final award, the arbitrator shall apportion
10 the administrative fees, arbitrator compensation and expenses
11 to the nonprevailing party.

12 (2) A party that fails to pay all amounts due to the
13 other party within 30 days of receiving the final award
14 shall:

15 (i) Pay interest to the prevailing party, calculated
16 and paid in accordance with section 2166 of the act of
17 May 17, 1921 (P.L.682, No.284), known as The Insurance
18 Company Law of 1921.

19 (ii) Be subject to a penalty of \$100 per day until
20 all payments are made in full.

21 (d) Resolution organization records.--A resolution
22 organization shall comply with the following:

23 (1) Maintain for 18 months after a case is closed, by
24 calendar year, all in an easily accessible and retrievable
25 format, the following:

26 (i) The written demand filed by the initiating party
27 establishing the date the resolution organization
28 receives a request for dispute resolution.

29 (ii) Complete materials received from both parties.

30 (iii) The award.

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

3 (2) Document measures taken to appropriately safeguard
4 the confidentiality of the records and prevent unauthorized
5 use and disclosures under applicable Federal and State law.

6 (3) Report annually to the department in the aggregate:

7 (i) The total number of demands for arbitrations
8 received under this section.

9 (ii) The total number of arbitrations concluded.

10 (iii) The breakdown of disposition for arbitrations
11 concluded, including arbitrations withdrawn due to
12 settlement and the awards made.

13 (4) Protect from disclosure, except as provided in
14 section 502, information specifically identifying the insured
15 who received the health care services that were the subject
16 of an arbitration decision. This information shall be
17 protected and remain confidential in compliance with all
18 applicable Federal and State laws and regulations and shall
19 be confidential as nonpublic personal health information.

20 (5) Report immediately to the department a change in its
21 status which would cause it to cease performing or being
22 qualified to perform arbitrations under this act.

23 CHAPTER 5

24 MISCELLANEOUS PROVISIONS

25 Section 501. Communications to consumers.

26 (a) Departmental notice.--The department shall provide a
27 notice on its publicly accessible Internet website containing
28 information for consumers of health care coverage relating to
29 the protections provided by this act and information regarding
30 the process by which consumers may report and file complaints

1 with the department or another appropriate regulatory agency
2 relating to surprise bills.

3 (b) Provider communications.--

4 (1) A provider that provides health care services 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 provider rates shall post a sign containing the
8 following information in a prominent place or an appropriate
9 written or electronic communication.

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

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

14 (iii) Contact information for the department.

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

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

22 (c) Insurer communications.--

23 (1) An insurer shall provide a written notice to an
24 insured of the protections provided to insureds under this
25 act. The notice shall include information regarding how an
26 insured may contact the department to report and dispute a
27 surprise balance bill. The insurer shall:

28 (i) Post the notice on its publicly accessible
29 Internet website and make it available upon request
30 within 90 days of the effective date of this section.

1 (ii) Include the notice with an explanation of
2 benefits for claims submitted beginning not more than 90
3 days after the effective date of this section.

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

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

11 Section 502. Records and confidentiality.

12 (a) General rule.--A record custodian may not disclose
13 confidential information. A record containing confidential
14 information shall be:

15 (1) Confidential and privileged.

16 (2) Not subject to the act of February 14, 2008 (P.L.6,
17 No.3), known as the Right-to-Know Law.

18 (3) Not subject to subpoena.

19 (4) Not subject to discovery nor admissible as evidence
20 in a private civil action.

21 (b) Exceptions.--A record custodian may disclose
22 confidential information to the department, the Department of
23 Health, the Department of State, a resolution organization or
24 the Office of Attorney General to facilitate the fulfillment of
25 a duty or obligation under this act. A duty or obligation that
26 requires the use of confidential information includes:

27 (1) Arbitration of a disputed claim.

28 (2) Resolution of a consumer complaint.

29 (3) Investigation and enforcement of an alleged
30 violation of this act.

1 (c) Departmental analysis and disclosure of confidential
2 information.--Nothing in this act shall be construed to prevent
3 the department from using confidential information for internal
4 analysis or from disclosing aggregated confidential information
5 in a way that the identity of the subject of the information
6 cannot be ascertained.

7 (d) No waiver of privilege or confidentiality.--The sharing
8 of confidential information with or by the department, the
9 Department of Health, the Department of State, a resolution
10 organization or the Office of Attorney General as authorized by
11 this act shall not constitute a waiver of an applicable
12 privilege or claim of confidentiality.

13 Section 503. Enforcement.

14 (a) General authority.--

15 (1) The department, the Department of Health, the
16 Department of State and the Office of Attorney General shall
17 have authority to enforce this act and may investigate
18 potential violations of this act based upon information
19 received from insureds, insurers, providers and other sources
20 in order to ensure compliance with this act.

21 (2) Nothing in this act shall be construed to limit the
22 ability of the department, the Department of Health, the
23 Department of State or the Office of Attorney General from
24 using information received under this act in the course of
25 their regulatory duties under any other law.

26 (3) Except as otherwise specified, fines collected under
27 this act shall be deposited in the General Fund.

28 (b) Departmental authority.--

29 (1) Upon satisfactory evidence of a violation of this
30 act by an insurer, the commissioner may impose any of the

1 penalties under section 5 of the act of June 25, 1997
2 (P.L.295, No.29), known as the Pennsylvania Health Care
3 Insurance Portability Act.

4 (2) The enforcement remedies imposed under this section
5 are in addition to other remedies or penalties that may be
6 imposed under an applicable statute, including the act of
7 July 22, 1974 (P.L.589, No.205), known as the Unfair
8 Insurance Practices Act. Violations of this act by an insurer
9 shall be deemed and defined to be an unfair method of
10 competition and an unfair or deceptive act or practice under
11 the Unfair Insurance Practices Act.

12 (3) Upon receipt or discovery of evidence of a potential
13 violation of this act by a provider, the department may refer
14 the matter to the Department of Health, the Department of
15 State or the Office of Attorney General, as may be
16 appropriate.

17 (c) Department of State.--

18 (1) A violation of a provision of this act by a health
19 care practitioner shall constitute unprofessional conduct and
20 subject the health care practitioner to disciplinary action
21 under the applicable provisions of the professional licensure
22 statute under which the health care practitioner is licensed.

23 (2) Penalties collected under this section shall be
24 deposited in the fund specified in the professional licensure
25 statute under which the disciplinary action is taken.

26 (d) Department of Health.--

27 (1) A violation of a provision of section 302, 303(d) (4)
28 or 501(b) by an EMS agency shall constitute a violation of
29 and may be subject to the penalties under 35 Pa.C.S. § 8156
30 (relating to penalties).

1 (2) A violation of a provision of section 302, 303(d) (4)
2 or 501(b) by a facility shall constitute a violation of and
3 may be subject to the penalties under the act of July 19,
4 1979 (P.L.130, No.48), known as the Health Care Facilities
5 Act.

6 (3) Penalties collected under this section shall be
7 deposited in the General Fund.

8 (e) Office of Attorney General.--A violation of this act
9 shall be deemed a violation of and may be subject to the
10 penalties under the act of December 17, 1968 (P.L.1224, No.387),
11 known as the Unfair Trade Practices and Consumer Protection Law.

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

19 (g) Remedies cumulative.--The enforcement remedies imposed
20 under this section are in addition to any other remedies or
21 penalties that may be imposed under any other applicable
22 statute.

23 (h) Duplicative penalties prohibited.--Two or more
24 authorities may not impose a penalty on the same insurer or
25 provider for the same violation. An authority that imposes a
26 penalty under this act will notify the department of the
27 imposition of the penalty.

28 Section 504. Private cause of action.

29 Nothing in this act shall be construed to create or imply a
30 private cause of action for a violation of this act other than

1 as permitted under the act of December 17, 1968 (P.L.1224,
2 No.387), known as the Unfair Trade Practices and Consumer
3 Protection Law.

4 Section 505. Regulations.

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

8 Section 506. Effective date.

9 This act shall take effect in six months.