2010 SESSION

ENROLLED

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VIRGINIA ACTS OF ASSEMBLY - CHAPTER

2 An Act to amend and reenact §§ 2.2-2818, 38.2-3407.7, 38.2-4209.1, and 38.2-4312.1 of the Code of Virginia, relating to pharmacy freedom of choice; mail order pharmacy providers.

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Approved

6 Be it enacted by the General Assembly of Virginia:

7 1. That §§ 2.2-2818, 38.2-3407.7, 38.2-4209.1, and 38.2-4312.1 of the Code of Virginia are amended 8 and reenacted as follows:

§ 2.2-2818. Health and related insurance for state employees.

10 A. The Department of Human Resource Management shall establish a plan, subject to the approval of the Governor, for providing health insurance coverage, including chiropractic treatment, 11 12 hospitalization, medical, surgical and major medical coverage, for state employees and retired state 13 employees with the Commonwealth paying the cost thereof to the extent of the coverage included in such plan. The same plan shall be offered to all part-time state employees, but the total cost shall be 14 15 paid by such part-time employees. The Department of Human Resource Management shall administer this section. The plan chosen shall provide means whereby coverage for the families or dependents of 16 state employees may be purchased. Except for part-time employees, the Commonwealth may pay all or a 17 portion of the cost thereof, and for such portion as the Commonwealth does not pay, the employee, 18 19 including a part-time employee, may purchase the coverage by paying the additional cost over the cost 20 of coverage for an employee.

Such contribution shall be financed through appropriations provided by law.

B. The plan shall:

Include coverage for low-dose screening mammograms for determining the presence of occult
 breast cancer. Such coverage shall make available one screening mammogram to persons age 35 through
 39, one such mammogram biennially to persons age 40 through 49, and one such mammogram annually
 to persons age 50 and over and may be limited to a benefit of \$50 per mammogram subject to such
 dollar limits, deductibles, and coinsurance factors as are no less favorable than for physical illness
 generally.

The term "mammogram" shall mean an X-ray examination of the breast using equipment dedicated specifically for mammography, including but not limited to the X-ray tube, filter, compression device, screens, film, and cassettes, with an average radiation exposure of less than one rad mid-breast, two views of each breast.

In order to be considered a screening mammogram for which coverage shall be made available underthis section:

a. The mammogram shall be (i) ordered by a health care practitioner acting within the scope of his
licensure and, in the case of an enrollee of a health maintenance organization, by the health maintenance
organization provider; (ii) performed by a registered technologist; (iii) interpreted by a qualified
radiologist; and (iv) performed under the direction of a person licensed to practice medicine and surgery
and certified by the American Board of Radiology or an equivalent examining body. A copy of the
mammogram report shall be sent or delivered to the health care practitioner who ordered it;

b. The equipment used to perform the mammogram shall meet the standards set forth by the VirginiaDepartment of Health in its radiation protection regulations; and

c. The mammography film shall be retained by the radiologic facility performing the examination inaccordance with the American College of Radiology guidelines or state law.

2. Include coverage for postpartum services providing inpatient care and a home visit or visits that
shall be in accordance with the medical criteria, outlined in the most current version of or an official
update to the "Guidelines for Perinatal Care" prepared by the American Academy of Pediatrics and the
American College of Obstetricians and Gynecologists or the "Standards for Obstetric-Gynecologic
Services" prepared by the American College of Obstetricians and Gynecologists. Such coverage shall be
provided incorporating any changes in such Guidelines or Standards within six months of the publication
of such Guidelines or Standards or any official amendment thereto.

52 3. Include an appeals process for resolution of written complaints concerning denials or partial 53 denials of claims that shall provide reasonable procedures for resolution of such written complaints and 54 shall be published and disseminated to all covered state employees. The appeals process shall include a 55 separate expedited emergency appeals procedure that shall provide resolution within one business day of 56 receipt of a complaint concerning situations requiring immediate medical care. For appeals involving

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adverse decisions as defined in § 32.1-137.7, the Department shall contract with one or more impartial 57 58 health entities to review such decisions. Impartial health entities may include medical peer review 59 organizations and independent utilization review companies. The Department shall adopt regulations to 60 assure that the impartial health entity conducting the reviews has adequate standards, credentials and experience for such review. The impartial health entity shall examine the final denial of claims to 61 62 determine whether the decision is objective, clinically valid, and compatible with established principles 63 of health care. The decision of the impartial health entity shall (i) be in writing, (ii) contain findings of 64 fact as to the material issues in the case and the basis for those findings, and (iii) be final and binding if 65 consistent with law and policy.

66 Prior to assigning an appeal to an impartial health entity, the Department shall verify that the 67 impartial health entity conducting the review of a denial of claims has no relationship or association 68 with (i) the covered employee; (ii) the treating health care provider, or any of its employees or affiliates; (iii) the medical care facility at which the covered service would be provided, or any of its employees or 69 70 affiliates; or (iv) the development or manufacture of the drug, device, procedure or other therapy that is the subject of the final denial of a claim. The impartial health entity shall not be a subsidiary of, nor 71 72 owned or controlled by, a health plan, a trade association of health plans, or a professional association 73 of health care providers. There shall be no liability on the part of and no cause of action shall arise 74 against any officer or employee of an impartial health entity for any actions taken or not taken or 75 statements made by such officer or employee in good faith in the performance of his powers and duties.

76 4. Include coverage for early intervention services. For purposes of this section, "early intervention services" means medically necessary speech and language therapy, occupational therapy, physical therapy 77 78 and assistive technology services and devices for dependents from birth to age three who are certified by 79 the Department of Behavioral Health and Developmental Services as eligible for services under Part H 80 of the Individuals with Disabilities Education Act (20 U.S.C. § 1471 et seq.). Medically necessary early intervention services for the population certified by the Department of Behavioral Health and 81 Developmental Services shall mean those services designed to help an individual attain or retain the 82 83 capability to function age-appropriately within his environment, and shall include services that enhance 84 functional ability without effecting a cure.

For persons previously covered under the plan, there shall be no denial of coverage due to the
existence of a preexisting condition. The cost of early intervention services shall not be applied to any
contractual provision limiting the total amount of coverage paid by the insurer to or on behalf of the
insured during the insured's lifetime.

5. Include coverage for prescription drugs and devices approved by the United States Food and DrugAdministration for use as contraceptives.

6. Not deny coverage for any drug approved by the United States Food and Drug Administration for
use in the treatment of cancer on the basis that the drug has not been approved by the United States
Food and Drug Administration for the treatment of the specific type of cancer for which the drug has
been prescribed, if the drug has been recognized as safe and effective for treatment of that specific type
of cancer in one of the standard reference compendia.

96 7. Not deny coverage for any drug prescribed to treat a covered indication so long as the drug has
97 been approved by the United States Food and Drug Administration for at least one indication and the
98 drug is recognized for treatment of the covered indication in one of the standard reference compendia or
99 in substantially accepted peer-reviewed medical literature.

8. Include coverage for equipment, supplies and outpatient self-management training and education,
including medical nutrition therapy, for the treatment of insulin-dependent diabetes, insulin-using
diabetes, gestational diabetes and noninsulin-using diabetes if prescribed by a healthcare professional
legally authorized to prescribe such items under law. To qualify for coverage under this subdivision,
diabetes outpatient self-management training and education shall be provided by a certified, registered or
licensed health care professional.

9. Include coverage for reconstructive breast surgery. For purposes of this section, "reconstructive breast surgery" means surgery performed on and after July 1, 1998, (i) coincident with a mastectomy performed for breast cancer or (ii) following a mastectomy performed for breast cancer to reestablish symmetry between the two breasts. For persons previously covered under the plan, there shall be no denial of coverage due to preexisting conditions.

111 10. Include coverage for annual pap smears, including coverage, on and after July 1, 1999, for 112 annual testing performed by any FDA-approved gynecologic cytology screening technologies.

113 11. Include coverage providing a minimum stay in the hospital of not less than 48 hours for a patient following a radical or modified radical mastectomy and 24 hours of inpatient care following a total mastectomy or a partial mastectomy with lymph node dissection for treatment of breast cancer. Nothing in this subdivision shall be construed as requiring the provision of inpatient coverage where the attending physician in consultation with the patient determines that a shorter period of hospital stay is

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118 appropriate.

119 12. Include coverage (i) to persons age 50 and over and (ii) to persons age 40 and over who are at
120 high risk for prostate cancer, according to the most recent published guidelines of the American Cancer
121 Society, for one PSA test in a 12-month period and digital rectal examinations, all in accordance with
122 American Cancer Society guidelines. For the purpose of this subdivision, "PSA testing" means the
123 analysis of a blood sample to determine the level of prostate specific antigen.

124 13. Permit any individual covered under the plan direct access to the health care services of a 125 participating specialist (i) authorized to provide services under the plan and (ii) selected by the covered 126 individual. The plan shall have a procedure by which an individual who has an ongoing special 127 condition may, after consultation with the primary care physician, receive a referral to a specialist for 128 such condition who shall be responsible for and capable of providing and coordinating the individual's 129 primary and specialty care related to the initial specialty care referral. If such an individual's care would 130 most appropriately be coordinated by such a specialist, the plan shall refer the individual to a specialist. For the purposes of this subdivision, "special condition" means a condition or disease that is (i) 131 life-threatening, degenerative, or disabling and (ii) requires specialized medical care over a prolonged 132 133 period of time. Within the treatment period authorized by the referral, such specialist shall be permitted 134 to treat the individual without a further referral from the individual's primary care provider and may 135 authorize such referrals, procedures, tests, and other medical services related to the initial referral as the 136 individual's primary care provider would otherwise be permitted to provide or authorize. The plan shall 137 have a procedure by which an individual who has an ongoing special condition that requires ongoing 138 care from a specialist may receive a standing referral to such specialist for the treatment of the special 139 condition. If the primary care provider, in consultation with the plan and the specialist, if any, 140 determines that such a standing referral is appropriate, the plan or issuer shall make such a referral to a 141 specialist. Nothing contained herein shall prohibit the plan from requiring a participating specialist to 142 provide written notification to the covered individual's primary care physician of any visit to such 143 specialist. Such notification may include a description of the health care services rendered at the time of 144 the visit.

14. Include provisions allowing employees to continue receiving health care services for a period of
up to 90 days from the date of the primary care physician's notice of termination from any of the plan's
provider panels. The plan shall notify any provider at least 90 days prior to the date of termination of
the provider, except when the provider is terminated for cause.

149 For a period of at least 90 days from the date of the notice of a provider's termination from any of 150 the plan's provider panels, except when a provider is terminated for cause, a provider shall be permitted 151 by the plan to render health care services to any of the covered employees who (i) were in an active 152 course of treatment from the provider prior to the notice of termination and (ii) request to continue 153 receiving health care services from the provider.

154 Notwithstanding the provisions of this subdivision, any provider shall be permitted by the plan to 155 continue rendering health services to any covered employee who has entered the second trimester of 156 pregnancy at the time of the provider's termination of participation, except when a provider is terminated 157 for cause. Such treatment shall, at the covered employee's option, continue through the provision of 158 postpartum care directly related to the delivery.

Notwithstanding the provisions of this subdivision, any provider shall be permitted to continue rendering health services to any covered employee who is determined to be terminally ill (as defined under § 1861(dd) (3) (A) of the Social Security Act) at the time of a provider's termination of participation, except when a provider is terminated for cause. Such treatment shall, at the covered employee's option, continue for the remainder of the employee's life for care directly related to the treatment of the terminal illness.

A provider who continues to render health care services pursuant to this subdivision shall be
 reimbursed in accordance with the carrier's agreement with such provider existing immediately before
 the provider's termination of participation.

168 15. Include coverage for patient costs incurred during participation in clinical trials for treatment169 studies on cancer, including ovarian cancer trials.

The reimbursement for patient costs incurred during participation in clinical trials for treatment
studies on cancer shall be determined in the same manner as reimbursement is determined for other
medical and surgical procedures. Such coverage shall have durational limits, dollar limits, deductibles,
copayments and coinsurance factors that are no less favorable than for physical illness generally.

174 For purposes of this subdivision:

175 "Cooperative group" means a formal network of facilities that collaborate on research projects and
176 have an established NIH-approved peer review program operating within the group. "Cooperative group"
177 includes (i) the National Cancer Institute Clinical Cooperative Group and (ii) the National Cancer
178 Institute Community Clinical Oncology Program.

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179 "FDA" means the Federal Food and Drug Administration.

"Multiple project assurance contract" means a contract between an institution and the federal 180 Department of Health and Human Services that defines the relationship of the institution to the federal 181 182 Department of Health and Human Services and sets out the responsibilities of the institution and the 183 procedures that will be used by the institution to protect human subjects.

184 "NCI" means the National Cancer Institute.

"NIH" means the National Institutes of Health. 185

"Patient" means a person covered under the plan established pursuant to this section. 186

"Patient cost" means the cost of a medically necessary health care service that is incurred as a result 187 188 of the treatment being provided to a patient for purposes of a clinical trial. "Patient cost" does not 189 include (i) the cost of nonhealth care services that a patient may be required to receive as a result of the 190 treatment being provided for purposes of a clinical trial, (ii) costs associated with managing the research 191 associated with the clinical trial, or (iii) the cost of the investigational drug or device.

192 Coverage for patient costs incurred during clinical trials for treatment studies on cancer shall be provided if the treatment is being conducted in a Phase II, Phase III, or Phase IV clinical trial. Such 193 194 treatment may, however, be provided on a case-by-case basis if the treatment is being provided in a 195 Phase I clinical trial.

196 The treatment described in the previous paragraph shall be provided by a clinical trial approved by:

197 a. The National Cancer Institute;

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- 198 b. An NCI cooperative group or an NCI center;
- 199 c. The FDA in the form of an investigational new drug application;
- 200 d. The federal Department of Veterans Affairs; or

201 e. An institutional review board of an institution in the Commonwealth that has a multiple project 202 assurance contract approved by the Office of Protection from Research Risks of the NCI.

203 The facility and personnel providing the treatment shall be capable of doing so by virtue of their 204 experience, training, and expertise. 205

- Coverage under this subdivision shall apply only if:
- (1) There is no clearly superior, noninvestigational treatment alternative;

207 (2) The available clinical or preclinical data provide a reasonable expectation that the treatment will 208 be at least as effective as the noninvestigational alternative; and

(3) The patient and the physician or health care provider who provides services to the patient under 209 the plan conclude that the patient's participation in the clinical trial would be appropriate, pursuant to 210 procedures established by the plan. 211

212 16. Include coverage providing a minimum stay in the hospital of not less than 23 hours for a 213 covered employee following a laparoscopy-assisted vaginal hysterectomy and 48 hours for a covered 214 employee following a vaginal hysterectomy, as outlined in Milliman & Robertson's nationally recognized 215 guidelines. Nothing in this subdivision shall be construed as requiring the provision of the total hours 216 referenced when the attending physician, in consultation with the covered employee, determines that a 217 shorter hospital stay is appropriate. 218

17. Include coverage for biologically based mental illness.

219 For purposes of this subdivision, a "biologically based mental illness" is any mental or nervous 220 condition caused by a biological disorder of the brain that results in a clinically significant syndrome 221 that substantially limits the person's functioning; specifically, the following diagnoses are defined as 222 biologically based mental illness as they apply to adults and children: schizophrenia, schizoaffective 223 disorder, bipolar disorder, major depressive disorder, panic disorder, obsessive-compulsive disorder, 224 attention deficit hyperactivity disorder, autism, and drug and alcoholism addiction.

225 Coverage for biologically based mental illnesses shall neither be different nor separate from coverage 226 for any other illness, condition or disorder for purposes of determining deductibles, benefit year or lifetime durational limits, benefit year or lifetime dollar limits, lifetime episodes or treatment limits, 227 copayment and coinsurance factors, and benefit year maximum for deductibles and copayment and 228 229 coinsurance factors.

Nothing shall preclude the undertaking of usual and customary procedures to determine the appropriateness of, and medical necessity for, treatment of biologically based mental illnesses under this 230 231 232 option, provided that all such appropriateness and medical necessity determinations are made in the same 233 manner as those determinations made for the treatment of any other illness, condition or disorder 234 covered by such policy or contract.

235 In no case, however, shall coverage for mental disorders provided pursuant to this section be 236 diminished or reduced below the coverage in effect for such disorders on January 1, 1999.

237 18. Offer and make available coverage for the treatment of morbid obesity through gastric bypass 238 surgery or such other methods as may be recognized by the National Institutes of Health as effective for the long-term reversal of morbid obesity. Such coverage shall have durational limits, dollar limits, 239

240 deductibles, copayments and coinsurance factors that are no less favorable than for physical illness 241 generally. Access to surgery for morbid obesity shall not be restricted based upon dietary or any other 242 criteria not approved by the National Institutes of Health. For purposes of this subdivision, "morbid 243 obesity" means (i) a weight that is at least 100 pounds over or twice the ideal weight for frame, age, 244 height, and gender as specified in the 1983 Metropolitan Life Insurance tables, (ii) a body mass index 245 (BMI) equal to or greater than 35 kilograms per meter squared with comorbidity or coexisting medical 246 conditions such as hypertension, cardiopulmonary conditions, sleep apnea, or diabetes, or (iii) a BMI of 247 40 kilograms per meter squared without such comorbidity. As used herein, "BMI" equals weight in 248 kilograms divided by height in meters squared.

249 19. Include coverage for colorectal cancer screening, specifically screening with an annual fecal occult blood test, flexible sigmoidoscopy or colonoscopy, or in appropriate circumstances radiologic 250 251 imaging, in accordance with the most recently published recommendations established by the American 252 College of Gastroenterology, in consultation with the American Cancer Society, for the ages, family 253 histories, and frequencies referenced in such recommendations. The coverage for colorectal cancer 254 screening shall not be more restrictive than or separate from coverage provided for any other illness, 255 condition or disorder for purposes of determining deductibles, benefit year or lifetime durational limits, 256 benefit year or lifetime dollar limits, lifetime episodes or treatment limits, copayment and coinsurance 257 factors, and benefit year maximum for deductibles and copayments and coinsurance factors.

258 20. On and after July 1, 2002, require that a prescription benefit card, health insurance benefit card, or other technology that complies with the requirements set forth in § 38.2-3407.4:2 be issued to each employee provided coverage pursuant to this section, and shall upon any changes in the required data elements set forth in subsection A of § 38.2-3407.4:2, either reissue the card or provide employees covered under the plan such corrective information as may be required to electronically process a prescription claim.

264 21. Include coverage for infant hearing screenings and all necessary audiological examinations
265 provided pursuant to § 32.1-64.1 using any technology approved by the United States Food and Drug
266 Administration, and as recommended by the national Joint Committee on Infant Hearing in its most
267 current position statement addressing early hearing detection and intervention programs. Such coverage
268 shall include follow-up audiological examinations as recommended by a physician, physician assistant,
269 nurse practitioner or audiologist and performed by a licensed audiologist to confirm the existence or
270 absence of hearing loss.

271 22. Notwithstanding any provision of this section to the contrary, every plan established in272 accordance with this section shall comply with the provisions of § 2.2-2818.2.

273 C. Claims incurred during a fiscal year but not reported during that fiscal year shall be paid from 274 such funds as shall be appropriated by law. Appropriations, premiums and other payments shall be 275 deposited in the employee health insurance fund, from which payments for claims, premiums, cost 276 containment programs and administrative expenses shall be withdrawn from time to time. The funds of 277 the health insurance fund shall be deemed separate and independent trust funds, shall be segregated from 278 all other funds of the Commonwealth, and shall be invested and administered solely in the interests of the employees and their beneficiaries. Neither the General Assembly nor any public officer, employee, 279 280 or agency shall use or authorize the use of such trust funds for any purpose other than as provided in 281 law for benefits, refunds, and administrative expenses, including but not limited to legislative oversight 282 of the health insurance fund.

D. For the purposes of this section:

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284 "Part-time state employees" means classified or similarly situated employees in legislative, executive,
285 judicial or independent agencies who are compensated on a salaried basis and work at least 20 hours,
286 but less than 32 hours, per week.

"Peer-reviewed medical literature" means a scientific study published only after having been critically
reviewed for scientific accuracy, validity, and reliability by unbiased independent experts in a journal
that has been determined by the International Committee of Medical Journal Editors to have met the
Uniform Requirements for Manuscripts submitted to biomedical journals. Peer-reviewed medical
literature does not include publications or supplements to publications that are sponsored to a significant
extent by a pharmaceutical manufacturing company or health carrier.

293 "Standard reference compendia" means the American Medical Association Drug Evaluations, the
 294 American Hospital Formulary Service Drug Information, or the United States Pharmacopoeia Dispensing
 295 Information.

"State employee" means state employee as defined in § 51.1-124.3; employee as defined in § 51.1-201; the Governor, Lieutenant Governor and Attorney General; judge as defined in § 51.1-301 and judges, clerks and deputy clerks of regional juvenile and domestic relations, county juvenile and domestic relations, and district courts of the Commonwealth; and interns and residents employee by the School of Medicine and Hospital of the University of Virginia, and interns, residents, and employees of

301 the Virginia Commonwealth University Health System Authority as provided in § 23-50.16:24.

E. Provisions shall be made for retired employees to obtain coverage under the above plan, 302 303 including, as an option, coverage for vision and dental care. The Commonwealth may, but shall not be 304 obligated to, pay all or any portion of the cost thereof.

305 \vec{F} . Any self-insured group health insurance plan established by the Department of Human Resource 306 Management that utilizes a network of preferred providers shall not exclude any physician solely on the basis of a reprimand or censure from the Board of Medicine, so long as the physician otherwise meets 307 308 the plan criteria established by the Department.

309 G. The plan shall include, in each planning district, at least two health coverage options, each 310 sponsored by unrelated entities. No later than July 1, 2006, one of the health coverage options to be 311 available in each planning district shall be a high deductible health plan that would qualify for a health 312 savings account pursuant to § 223 of the Internal Revenue Code of 1986, as amended.

313 In each planning district that does not have an available health coverage alternative, the Department 314 shall voluntarily enter into negotiations at any time with any health coverage provider who seeks to 315 provide coverage under the plan.

316 This subsection shall not apply to any state agency authorized by the Department to establish and 317 administer its own health insurance coverage plan separate from the plan established by the Department.

318 H. Any self-insured group health insurance plan established by the Department of Human Resource 319 Management that includes coverage for prescription drugs on an outpatient basis may apply a formulary 320 to the prescription drug benefits provided by the plan if the formulary is developed, reviewed at least 321 annually, and updated as necessary in consultation with and with the approval of a pharmacy and 322 therapeutics committee, a majority of whose members are actively practicing licensed (i) pharmacists, 323 (ii) physicians, and (iii) other health care providers.

324 If the plan maintains one or more drug formularies, the plan shall establish a process to allow a person to obtain, without additional cost-sharing beyond that provided for formulary prescription drugs 325 in the plan, a specific, medically necessary nonformulary prescription drug if, after reasonable 326 investigation and consultation with the prescriber, the formulary drug is determined to be an 327 328 inappropriate therapy for the medical condition of the person. The plan shall act on such requests within 329 one business day of receipt of the request.

330 Any plan established in accordance with this section shall be authorized to provide for the selection 331 of a single mail order pharmacy provider as the exclusive provider of pharmacy services that are delivered to the covered person's address by mail, common carrier, or delivery service. As used in this 332 333 subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the 334 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 335 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 336 service.

337 I. Any plan established in accordance with this section requiring preauthorization prior to rendering 338 medical treatment shall have personnel available to provide authorization at all times when such 339 preauthorization is required.

J. Any plan established in accordance with this section shall provide to all covered employees written 340 341 notice of any benefit reductions during the contract period at least 30 days before such reductions 342 become effective.

343 K. No contract between a provider and any plan established in accordance with this section shall 344 include provisions that require a health care provider or health care provider group to deny covered 345 services that such provider or group knows to be medically necessary and appropriate that are provided 346 with respect to a covered employee with similar medical conditions.

347 L. The Department of Human Resource Management shall appoint an Ombudsman to promote and 348 protect the interests of covered employees under any state employee's health plan. 349

The Ombudsman shall:

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350 1. Assist covered employees in understanding their rights and the processes available to them 351 according to their state health plan. 352

2. Answer inquiries from covered employees by telephone and electronic mail.

3. Provide to covered employees information concerning the state health plans.

354 4. Develop information on the types of health plans available, including benefits and complaint 355 procedures and appeals.

5. Make available, either separately or through an existing Internet web site utilized by the 356 Department of Human Resource Management, information as set forth in subdivision 4 and such 357 358 additional information as he deems appropriate.

359 6. Maintain data on inquiries received, the types of assistance requested, any actions taken and the 360 disposition of each such matter.

361 7. Upon request, assist covered employees in using the procedures and processes available to them 362 from their health plan, including all appeal procedures. Such assistance may require the review of health 363 care records of a covered employee, which shall be done only with that employee's express written 364 consent. The confidentiality of any such medical records shall be maintained in accordance with the confidentiality and disclosure laws of the Commonwealth. 365

366 8. Ensure that covered employees have access to the services provided by the Ombudsman and that 367 the covered employees receive timely responses from the Ombudsman or his representatives to the 368 inquiries.

369 9. Report annually on his activities to the standing committees of the General Assembly having 370 jurisdiction over insurance and over health and the Joint Commission on Health Care by December 1 of 371 each year.

372 M. The plan established in accordance with this section shall not refuse to accept or make 373 reimbursement pursuant to an assignment of benefits made to a dentist or oral surgeon by a covered 374 employee.

375 For purposes of this subsection, "assignment of benefits" means the transfer of dental care coverage 376 reimbursement benefits or other rights under the plan. The assignment of benefits shall not be effective 377 until the covered employee notifies the plan in writing of the assignment.

378 N. Beginning July 1, 2006, any plan established pursuant to this section shall provide for an 379 identification number, which shall be assigned to the covered employee and shall not be the same as the 380 employee's social security number.

381 O. Any group health insurance plan established by the Department of Human Resource Management 382 that contains a coordination of benefits provision shall provide written notification to any eligible employee as a prominent part of its enrollment materials that if such eligible employee is covered under 383 384 another group accident and sickness insurance policy, group accident and sickness subscription contract, 385 or group health care plan for health care services, that insurance policy, subscription contract or health 386 care plan may have primary responsibility for the covered expenses of other family members enrolled 387 with the eligible employee. Such written notification shall describe generally the conditions upon which 388 the other coverage would be primary for dependent children enrolled under the eligible employee's 389 coverage and the method by which the eligible enrollee may verify from the plan that coverage would 390 have primary responsibility for the covered expenses of each family member.

391 P. Any plan established by the Department of Human Resource Management pursuant to this section 392 shall provide that coverage under such plan for family members enrolled under a participating state 393 employee's coverage shall continue for a period of at least 30 days following the death of such state 394 employee.

395 Q. The plan established in accordance with this section that follows a policy of sending its payment 396 to the covered employee or covered family member for a claim for services received from a 397 nonparticipating physician or osteopath shall (i) include language in the member handbook that notifies 398 the covered employee of the responsibility to apply the plan payment to the claim from such 399 nonparticipating provider, (ii) include this language with any such payment sent to the covered employee or covered family member, and (iii) include the name and any last known address of the 400 401 nonparticipating provider on the explanation of benefits statement.

402 R. The Department of Human Resource Management shall report annually, by November 30 of each year in which a mandate is imposed under the provisions of § 2.2-2818.2, to the Special Advisory 403 **404** Commission on Mandated Health Insurance Benefits established pursuant to Article 2 (§ 2.2-2503 et 405 seq.) of Chapter 25, on cost and utilization information for each of the mandated benefits set forth in 406 subsection B, including any mandated benefit made applicable, pursuant to subdivision B 22, to any plan 407 established pursuant to this section. The report shall be in the same detail and form as required of 408 reports submitted pursuant to § 38.2-3419.1, with such additional information as is required to determine 409 the financial impact, including the costs and benefits, of the particular mandated benefit.

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§ 38.2-3407.7. Pharmacies; freedom of choice.

411 A. Notwithstanding any provision of § 38.2-3407 to the contrary, no insurer proposing to issue 412 preferred provider policies or contracts shall prohibit any person receiving pharmacy benefits furnished 413 thereunder from selecting, without limitation, the pharmacy of his choice to furnish such benefits. This 414 right of selection extends to and includes pharmacies that are nonpreferred providers and that have 415 previously notified the insurer, by facsimile or otherwise, of their agreement to accept reimbursement for 416 their services at rates applicable to pharmacies that are preferred providers, including any copayment consistently imposed by the insurer, as payment in full. Each insurer shall permit prompt electronic or 417 418 telephonic transmittal of the reimbursement agreement by the pharmacy and ensure prompt verification to the pharmacy of the terms of reimbursement. In no event shall any person receiving a covered 419 420 pharmacy benefit from a nonpreferred provider which has submitted a reimbursement agreement be 421 responsible for amounts that may be charged by the nonpreferred provider in excess of the copayment 422 and the insurer's reimbursement applicable to all of its preferred pharmacy providers.

423 B. No such insurer shall impose upon any person receiving pharmaceutical benefits furnished under 424 any such policy or contract:

425 1. Any copayment, fee or condition that is not equally imposed upon all individuals in the same 426 benefit category, class or copayment level, whether or not such benefits are furnished by pharmacists 427 who are nonpreferred providers; 428

2. Any monetary penalty that would affect or influence any such person's choice of pharmacy; or

429 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 430 pharmacists who are nonpreferred providers.

C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 431 432 denying immediate access to electronic claims filing to a pharmacy which is a nonpreferred provider and 433 which has complied with subsection D below or (ii) requiring a person receiving pharmacy benefits to 434 make payment at point of service, except to the extent such conditions and penalties are similarly 435 imposed on preferred providers.

436 D. Any pharmacy which wishes to be covered by this section shall, if requested to do so in writing 437 by an insurer, within thirty 30 days of the pharmacy's receipt of the request, execute and deliver to the insurer the direct service agreement or preferred provider agreement which the insurer requires all of its 438 439 preferred providers of pharmacy benefits to execute. Any pharmacy which fails to timely execute and 440 deliver such agreement shall not be covered by this section with respect to that insurer unless and until 441 the pharmacy executes and delivers the agreement. 442

E. The Commission shall have no jurisdiction to adjudicate controversies arising out of this section.

443 F. Nothing in this section shall limit the authority of an insurer proposing to issue preferred provider 444 policies or contracts to select a single mail order pharmacy provider as the exclusive provider of 445 pharmacy services that are delivered to the covered person's address by mail, common carrier, or delivery service. The provisions of this section shall not apply to such contracts. As used in this 446 447 subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the **448** Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 449 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 450 service. 451

§ 38.2-4209.1. Pharmacies; freedom of choice.

452 A. Notwithstanding any provision of § 38.2-4209, no corporation providing preferred provider 453 subscription contracts shall prohibit any person receiving pharmaceutical benefits thereunder from selecting, without limitation, the pharmacy of his choice to furnish such benefits. This right of selection 454 455 extends to and includes pharmacies that are nonpreferred providers and that have previously notified the 456 corporation, by facsimile or otherwise, of their agreement to accept reimbursement for their services at 457 rates applicable to pharmacies that are preferred providers, including any copayment consistently 458 imposed by the corporation, as payment in full. Each corporation shall permit prompt electronic or 459 telephonic transmittal of the reimbursement agreement by the pharmacy and ensure payment verification to the pharmacy of the terms of reimbursement. In no event shall any person receiving a covered **460** 461 pharmacy benefit from a nonpreferred provider which has submitted a reimbursement agreement be 462 responsible for amounts that may be charged by the nonpreferred provider in excess of the copayment 463 and the corporation's reimbursement applicable to all of its preferred pharmacy providers.

464 B. No such corporation shall impose upon any person receiving pharmaceutical benefits furnished 465 under any such contract:

466 1. Any copayment, fee or condition that is not equally imposed upon all individuals in the same 467 benefit category, class or copayment level, whether or not such benefits are furnished by pharmacists 468 who are nonpreferred providers; 469

2. Any monetary penalty that would affect or influence any such person's choice of pharmacy; or

470 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 471 pharmacists who are nonpreferred providers.

472 C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 473 denying immediate access to electronic claims filing to a pharmacy which is a nonpreferred provider and 474 which has complied with subsection D below or (ii) requiring a person receiving pharmacy benefits to 475 make payment at point of service, except to the extent such conditions and penalties are similarly 476 imposed on preferred providers.

477 D. Any pharmacy which wishes to be covered by this section shall, if requested to do so in writing 478 by a corporation, within thirty days of the pharmacy's receipt of the request, execute and deliver to the 479 corporation the direct service agreement or preferred provider agreement which the corporation requires 480 all of its preferred providers of pharmacy benefits to execute. Any pharmacy which fails to timely execute and deliver such agreement shall not be covered by this section with respect to that corporation 481 unless and until the pharmacy executes and delivers the agreement. 482

E. The Commission shall have no jurisdiction to adjudicate controversies arising out of this section. 483

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484 F. Nothing in this section shall limit the authority of a corporation issuing preferred provider **485** policies or contracts to select a single mail order pharmacy provider as the exclusive provider of pharmacy services that are delivered to the covered person's address by mail, common carrier, or 486 487 delivery service. The provisions of this section shall not apply to such contracts. As used in this 488 subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the 489 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 490 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 491 service.

492 § 38.2-4312.1. Pharmacies; freedom of choice.

493 A. Notwithstanding any other provision in this chapter, no health maintenance organization providing 494 health care plans shall prohibit any person receiving pharmaceutical benefits thereunder from selecting, without limitation, the pharmacy of his choice to furnish such benefits. This right of selection extends to 495 496 and includes pharmacies that are not participating providers under any such health care plan and that 497 have previously notified the health maintenance organization, by facsimile or otherwise, of their 498 agreement to accept reimbursement for their services at rates applicable to pharmacies that are 499 participating providers, including any copayment consistently imposed by the plan, as payment in full. 500 Each health maintenance organization shall permit prompt electronic or telephonic transmittal of the 501 reimbursement agreement by the pharmacy and ensure prompt verification to the pharmacy of the terms 502 of reimbursement. In no event shall any person receiving a covered pharmacy benefit from a 503 nonparticipating provider which has submitted a reimbursement agreement be responsible for amounts 504 that may be charged by the nonparticipating provider in excess of the copayment and the health 505 maintenance organization's reimbursement applicable to all of its participating pharmacy providers.

506 B. No such health maintenance organization shall impose upon any person receiving pharmaceutical 507 benefits furnished under any such health care plan:

508 1. Any copayment, fee or condition that is not equally imposed upon all individuals in the same 509 benefit category, class or copayment level, whether or not such benefits are furnished by pharmacists 510 who are not participating providers; 511

2. Any monetary penalty that would affect or influence any such person's choice of pharmacy; or

512 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 513 pharmacists who are not participating providers.

514 C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 515 denying immediate access to electronic claims filing to a pharmacy which is a nonparticipating provider 516 and which has complied with subsection E below or (ii) requiring a person receiving pharmacy benefits 517 to make payment at point of service, except to the extent such conditions and penalties are similarly 518 imposed on participating providers.

519 D. The provisions of this section are not applicable to any pharmaceutical benefit covered by a 520 health care plan when those benefits are obtained from a pharmacy wholly owned and operated by, or 521 exclusively operated for, the health maintenance organization providing the health care plan.

522 E. Any pharmacy which wishes to be covered by this section shall, if requested to do so in writing 523 by a health maintenance organization, within thirty 30 days of the pharmacy's receipt of the request, 524 execute and deliver to the health maintenance organization the direct service agreement or participating 525 provider agreement which the health maintenance organization requires all of its participating providers 526 of pharmacy benefits to execute. Any pharmacy which fails to timely execute and deliver such 527 agreement shall not be covered by this section with respect to that health maintenance organization 528 unless and until the pharmacy executes and delivers the agreement.

529 F. The Commission shall have no jurisdiction to adjudicate controversies arising out of this section.

530 G. Nothing in this section shall limit the authority of a health maintenance organization providing health care plans to select a single mail order pharmacy provider as the exclusive provider of pharmacy 531 services that are delivered to the covered person's address by mail, common carrier, or delivery service. 532 533 The provisions of this section shall not apply to such contracts. As used in this subsection, "mail order 534 pharmacy provider" means a pharmacy permitted to conduct business in the Commonwealth whose 535 primary business is to dispense a prescription drug or device under a prescriptive drug order and to 536 deliver the drug or device to a patient primarily by mail, common carrier, or delivery service.