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SENATE BILL NO. 535

AMENDMENT IN THE NATURE OF A SUBSTITUTE

(Proposed by the Senate Committee on Commerce and Labor

on February 1, 2010)

(Patron Prior to Substitute—Senator Newman)

5 A BILL to amend and reenact §§ 2.2-2818, 38.2-3407.7, 38.2-4209.1, and 38.2-4312.1 of the Code of 6 7 Virginia, relating to pharmacy freedom of choice; mail order pharmacy providers. 8

Be it enacted by the General Assembly of Virginia:

9 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 10 and reenacted as follows:

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

A. The Department of Human Resource Management shall establish a plan, subject to the approval 12 of the Governor, for providing health insurance coverage, including chiropractic treatment, 13 hospitalization, medical, surgical and major medical coverage, for state employees and retired state 14 15 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 16 17 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 18 state employees may be purchased. Except for part-time employees, the Commonwealth may pay all or a 19 20 portion of the cost thereof, and for such portion as the Commonwealth does not pay, the employee, 21 including a part-time employee, may purchase the coverage by paying the additional cost over the cost 22 of coverage for an employee.

Such contribution shall be financed through appropriations provided by law.

B. The plan shall:

25 1. 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 26 27 39, one such mammogram biennially to persons age 40 through 49, and one such mammogram annually 28 to persons age 50 and over and may be limited to a benefit of \$50 per mammogram subject to such 29 dollar limits, deductibles, and coinsurance factors as are no less favorable than for physical illness 30 generally.

31 The term "mammogram" shall mean an X-ray examination of the breast using equipment dedicated 32 specifically for mammography, including but not limited to the X-ray tube, filter, compression device, 33 screens, film, and cassettes, with an average radiation exposure of less than one rad mid-breast, two 34 views of each breast. 35

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

37 a. The mammogram shall be (i) ordered by a health care practitioner acting within the scope of his 38 licensure and, in the case of an enrollee of a health maintenance organization, by the health maintenance 39 organization provider; (ii) performed by a registered technologist; (iii) interpreted by a qualified 40 radiologist; and (iv) performed under the direction of a person licensed to practice medicine and surgery 41 and certified by the American Board of Radiology or an equivalent examining body. A copy of the 42 mammogram report shall be sent or delivered to the health care practitioner who ordered it;

43 b. The equipment used to perform the mammogram shall meet the standards set forth by the Virginia 44 Department of Health in its radiation protection regulations; and

c. The mammography film shall be retained by the radiologic facility performing the examination in 45 accordance with the American College of Radiology guidelines or state law. 46

47 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 **48** update to the "Guidelines for Perinatal Care" prepared by the American Academy of Pediatrics and the 49 American College of Obstetricians and Gynecologists or the "Standards for Obstetric-Gynecologic 50 51 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 52 53 of such Guidelines or Standards or any official amendment thereto.

3. Include an appeals process for resolution of written complaints concerning denials or partial 54 denials of claims that shall provide reasonable procedures for resolution of such written complaints and 55 shall be published and disseminated to all covered state employees. The appeals process shall include a 56 57 separate expedited emergency appeals procedure that shall provide resolution within one business day of receipt of a complaint concerning situations requiring immediate medical care. For appeals involving 58 59 adverse decisions as defined in § 32.1-137.7, the Department shall contract with one or more impartial

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60 health entities to review such decisions. Impartial health entities may include medical peer review 61 organizations and independent utilization review companies. The Department shall adopt regulations to assure that the impartial health entity conducting the reviews has adequate standards, credentials and 62 63 experience for such review. The impartial health entity shall examine the final denial of claims to determine whether the decision is objective, clinically valid, and compatible with established principles 64 of health care. The decision of the impartial health entity shall (i) be in writing, (ii) contain findings of 65 66 fact as to the material issues in the case and the basis for those findings, and (iii) be final and binding if 67 consistent with law and policy.

Prior to assigning an appeal to an impartial health entity, the Department shall verify that the 68 impartial health entity conducting the review of a denial of claims has no relationship or association 69 with (i) the covered employee; (ii) the treating health care provider, or any of its employees or affiliates; 70 (iii) the medical care facility at which the covered service would be provided, or any of its employees or 71 72 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 73 74 owned or controlled by, a health plan, a trade association of health plans, or a professional association 75 of health care providers. There shall be no liability on the part of and no cause of action shall arise against any officer or employee of an impartial health entity for any actions taken or not taken or 76 statements made by such officer or employee in good faith in the performance of his powers and duties. 77

78 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 79 and assistive technology services and devices for dependents from birth to age three who are certified by 80 the Department of Behavioral Health and Developmental Services as eligible for services under Part H 81 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 82 83 84 Developmental Services shall mean those services designed to help an individual attain or retain the 85 capability to function age-appropriately within his environment, and shall include services that enhance 86 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.

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

108 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.

113 10. Include coverage for annual pap smears, including coverage, on and after July 1, 1999, for 114 annual testing performed by any FDA-approved gynecologic cytology screening technologies.

115 11. Include coverage providing a minimum stay in the hospital of not less than 48 hours for a patient 116 following a radical or modified radical mastectomy and 24 hours of inpatient care following a total 117 mastectomy or a partial mastectomy with lymph node dissection for treatment of breast cancer. Nothing 118 in this subdivision shall be construed as requiring the provision of inpatient coverage where the 119 attending physician in consultation with the patient determines that a shorter period of hospital stay is 120 appropriate.

121 12. Include coverage (i) to persons age 50 and over and (ii) to persons age 40 and over who are at

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high risk for prostate cancer, according to the most recent published guidelines of the American Cancer
Society, for one PSA test in a 12-month period and digital rectal examinations, all in accordance with
American Cancer Society guidelines. For the purpose of this subdivision, "PSA testing" means the
analysis of a blood sample to determine the level of prostate specific antigen.

126 13. Permit any individual covered under the plan direct access to the health care services of a 127 participating specialist (i) authorized to provide services under the plan and (ii) selected by the covered 128 individual. The plan shall have a procedure by which an individual who has an ongoing special 129 condition may, after consultation with the primary care physician, receive a referral to a specialist for 130 such condition who shall be responsible for and capable of providing and coordinating the individual's 131 primary and specialty care related to the initial specialty care referral. If such an individual's care would 132 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) life-threatening, degenerative, or disabling and (ii) requires specialized medical care over a prolonged 133 134 135 period of time. Within the treatment period authorized by the referral, such specialist shall be permitted 136 to treat the individual without a further referral from the individual's primary care provider and may 137 authorize such referrals, procedures, tests, and other medical services related to the initial referral as the 138 individual's primary care provider would otherwise be permitted to provide or authorize. The plan shall 139 have a procedure by which an individual who has an ongoing special condition that requires ongoing 140 care from a specialist may receive a standing referral to such specialist for the treatment of the special 141 condition. If the primary care provider, in consultation with the plan and the specialist, if any, 142 determines that such a standing referral is appropriate, the plan or issuer shall make such a referral to a 143 specialist. Nothing contained herein shall prohibit the plan from requiring a participating specialist to 144 provide written notification to the covered individual's primary care physician of any visit to such 145 specialist. Such notification may include a description of the health care services rendered at the time of 146 the visit.

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

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

156 Notwithstanding the provisions of this subdivision, any provider shall be permitted by the plan to 157 continue rendering health services to any covered employee who has entered the second trimester of 158 pregnancy at the time of the provider's termination of participation, except when a provider is terminated 159 for cause. Such treatment shall, at the covered employee's option, continue through the provision of 160 postpartum care directly related to the delivery.

161 Notwithstanding the provisions of this subdivision, any provider shall be permitted to continue 162 rendering health services to any covered employee who is determined to be terminally ill (as defined 163 under § 1861(dd) (3) (A) of the Social Security Act) at the time of a provider's termination of 164 participation, except when a provider is terminated for cause. Such treatment shall, at the covered 165 employee's option, continue for the remainder of the employee's life for care directly related to the 166 treatment of the terminal illness.

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

170 15. Include coverage for patient costs incurred during participation in clinical trials for treatment
 171 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.

176 For purposes of this subdivision:

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

- **181** "FDA" means the Federal Food and Drug Administration.
- 182 "Multiple project assurance contract" means a contract between an institution and the federal

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183 Department of Health and Human Services that defines the relationship of the institution to the federal 184 Department of Health and Human Services and sets out the responsibilities of the institution and the 185 procedures that will be used by the institution to protect human subjects.

186 "NCI" means the National Cancer Institute.

187 "NIH" means the National Institutes of Health.

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

189 "Patient cost" means the cost of a medically necessary health care service that is incurred as a result 190 of the treatment being provided to a patient for purposes of a clinical trial. "Patient cost" does not include (i) the cost of nonhealth care services that a patient may be required to receive as a result of the 191 192 treatment being provided for purposes of a clinical trial, (ii) costs associated with managing the research 193 associated with the clinical trial, or (iii) the cost of the investigational drug or device.

Coverage for patient costs incurred during clinical trials for treatment studies on cancer shall be 194 provided if the treatment is being conducted in a Phase II, Phase III, or Phase IV clinical trial. Such 195 196 treatment may, however, be provided on a case-by-case basis if the treatment is being provided in a 197 Phase I clinical trial.

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

199 a. The National Cancer Institute;

b. An NCI cooperative group or an NCI center; 200

201 c. The FDA in the form of an investigational new drug application;

202 d. The federal Department of Veterans Affairs; or

203 e. An institutional review board of an institution in the Commonwealth that has a multiple project 204 assurance contract approved by the Office of Protection from Research Risks of the NCI.

The facility and personnel providing the treatment shall be capable of doing so by virtue of their 205 206 experience, training, and expertise. 207

Coverage under this subdivision shall apply only if:

(1) There is no clearly superior, noninvestigational treatment alternative;

209 (2) The available clinical or preclinical data provide a reasonable expectation that the treatment will 210 be at least as effective as the noninvestigational alternative; and

211 (3) The patient and the physician or health care provider who provides services to the patient under 212 the plan conclude that the patient's participation in the clinical trial would be appropriate, pursuant to 213 procedures established by the plan.

214 16. Include coverage providing a minimum stay in the hospital of not less than 23 hours for a 215 covered employee following a laparoscopy-assisted vaginal hysterectomy and 48 hours for a covered 216 employee following a vaginal hysterectomy, as outlined in Milliman & Robertson's nationally recognized 217 guidelines. Nothing in this subdivision shall be construed as requiring the provision of the total hours 218 referenced when the attending physician, in consultation with the covered employee, determines that a 219 shorter hospital stay is appropriate. 220

17. Include coverage for biologically based mental illness.

For purposes of this subdivision, a "biologically based mental illness" is any mental or nervous 221 condition caused by a biological disorder of the brain that results in a clinically significant syndrome 222 223 that substantially limits the person's functioning; specifically, the following diagnoses are defined as biologically based mental illness as they apply to adults and children: schizophrenia, schizoaffective 224 225 disorder, bipolar disorder, major depressive disorder, panic disorder, obsessive-compulsive disorder, 226 attention deficit hyperactivity disorder, autism, and drug and alcoholism addiction.

227 Coverage for biologically based mental illnesses shall neither be different nor separate from coverage 228 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, 229 230 copayment and coinsurance factors, and benefit year maximum for deductibles and copayment and 231 coinsurance factors.

232 Nothing shall preclude the undertaking of usual and customary procedures to determine the 233 appropriateness of, and medical necessity for, treatment of biologically based mental illnesses under this 234 option, provided that all such appropriateness and medical necessity determinations are made in the same 235 manner as those determinations made for the treatment of any other illness, condition or disorder 236 covered by such policy or contract.

237 In no case, however, shall coverage for mental disorders provided pursuant to this section be 238 diminished or reduced below the coverage in effect for such disorders on January 1, 1999.

239 18. Offer and make available coverage for the treatment of morbid obesity through gastric bypass 240 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, 241 242 deductibles, copayments and coinsurance factors that are no less favorable than for physical illness 243 generally. Access to surgery for morbid obesity shall not be restricted based upon dietary or any other criteria not approved by the National Institutes of Health. For purposes of this subdivision, "morbid 244

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obesity" means (i) a weight that is at least 100 pounds over or twice the ideal weight for frame, age,
height, and gender as specified in the 1983 Metropolitan Life Insurance tables, (ii) a body mass index
(BMI) equal to or greater than 35 kilograms per meter squared with comorbidity or coexisting medical
conditions such as hypertension, cardiopulmonary conditions, sleep apnea, or diabetes, or (iii) a BMI of
40 kilograms per meter squared without such comorbidity. As used herein, "BMI" equals weight in
kilograms divided by height in meters squared.

251 19. Include coverage for colorectal cancer screening, specifically screening with an annual fecal 252 occult blood test, flexible sigmoidoscopy or colonoscopy, or in appropriate circumstances radiologic 253 imaging, in accordance with the most recently published recommendations established by the American 254 College of Gastroenterology, in consultation with the American Cancer Society, for the ages, family histories, and frequencies referenced in such recommendations. The coverage for colorectal cancer 255 256 screening shall not be more restrictive than or separate from coverage provided for any other illness, 257 condition or disorder for purposes of determining deductibles, benefit year or lifetime durational limits, 258 benefit year or lifetime dollar limits, lifetime episodes or treatment limits, copayment and coinsurance 259 factors, and benefit year maximum for deductibles and copayments and coinsurance factors.

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.

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

273 22. Notwithstanding any provision of this section to the contrary, every plan established in274 accordance with this section shall comply with the provisions of § 2.2-2818.2.

275 C. Claims incurred during a fiscal year but not reported during that fiscal year shall be paid from 276 such funds as shall be appropriated by law. Appropriations, premiums and other payments shall be deposited in the employee health insurance fund, from which payments for claims, premiums, cost 277 278 containment programs and administrative expenses shall be withdrawn from time to time. The funds of 279 the health insurance fund shall be deemed separate and independent trust funds, shall be segregated from 280 all other funds of the Commonwealth, and shall be invested and administered solely in the interests of 281 the employees and their beneficiaries. Neither the General Assembly nor any public officer, employee, 282 or agency shall use or authorize the use of such trust funds for any purpose other than as provided in 283 law for benefits, refunds, and administrative expenses, including but not limited to legislative oversight 284 of the health insurance fund.

D. For the purposes of this section:

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286 "Part-time state employees" means classified or similarly situated employees in legislative, executive,
287 judicial or independent agencies who are compensated on a salaried basis and work at least 20 hours,
288 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.

295 "Standard reference compendia" means the American Medical Association Drug Evaluations, the
 296 American Hospital Formulary Service Drug Information, or the United States Pharmacopoeia Dispensing
 297 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 employed by the
School of Medicine and Hospital of the University of Virginia, and interns, residents, and employees of
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, including, as an option, coverage for vision and dental care. The Commonwealth may, but shall not be

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306 obligated to, pay all or any portion of the cost thereof.

307 F. Any self-insured group health insurance plan established by the Department of Human Resource 308 Management that utilizes a network of preferred providers shall not exclude any physician solely on the 309 basis of a reprimand or censure from the Board of Medicine, so long as the physician otherwise meets 310 the plan criteria established by the Department.

G. The plan shall include, in each planning district, at least two health coverage options, each 311 312 sponsored by unrelated entities. No later than July 1, 2006, one of the health coverage options to be available in each planning district shall be a high deductible health plan that would qualify for a health 313 314 savings account pursuant to § 223 of the Internal Revenue Code of 1986, as amended.

315 In each planning district that does not have an available health coverage alternative, the Department 316 shall voluntarily enter into negotiations at any time with any health coverage provider who seeks to 317 provide coverage under the plan.

318 This subsection shall not apply to any state agency authorized by the Department to establish and 319 administer its own health insurance coverage plan separate from the plan established by the Department.

320 H. Any self-insured group health insurance plan established by the Department of Human Resource 321 Management that includes coverage for prescription drugs on an outpatient basis may apply a formulary 322 to the prescription drug benefits provided by the plan if the formulary is developed, reviewed at least 323 annually, and updated as necessary in consultation with and with the approval of a pharmacy and 324 therapeutics committee, a majority of whose members are actively practicing licensed (i) pharmacists, 325 (ii) physicians, and (iii) other health care providers.

326 If the plan maintains one or more drug formularies, the plan shall establish a process to allow a 327 person to obtain, without additional cost-sharing beyond that provided for formulary prescription drugs in the plan, a specific, medically necessary nonformulary prescription drug if, after reasonable investigation and consultation with the prescriber, the formulary drug is determined to be an 328 329 inappropriate therapy for the medical condition of the person. The plan shall act on such requests within 330 331 one business day of receipt of the request.

332 Any plan established in accordance with this section shall be authorized to provide for the selection 333 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 334 subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the 335 336 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 337 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 338 service.

339 I. Any plan established in accordance with this section requiring preauthorization prior to rendering 340 medical treatment shall have personnel available to provide authorization at all times when such 341 preauthorization is required.

342 J. Any plan established in accordance with this section shall provide to all covered employees written notice of any benefit reductions during the contract period at least 30 days before such reductions 343 344 become effective.

345 K. No contract between a provider and any plan established in accordance with this section shall 346 include provisions that require a health care provider or health care provider group to deny covered services that such provider or group knows to be medically necessary and appropriate that are provided 347 348 with respect to a covered employee with similar medical conditions.

349 L. The Department of Human Resource Management shall appoint an Ombudsman to promote and 350 protect the interests of covered employees under any state employee's health plan. 351

The Ombudsman shall:

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1. Assist covered employees in understanding their rights and the processes available to them 352 353 according to their state health plan. 354

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

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

356 4. Develop information on the types of health plans available, including benefits and complaint 357 procedures and appeals.

358 5. Make available, either separately or through an existing Internet web site utilized by the Department of Human Resource Management, information as set forth in subdivision 4 and such 359 360 additional information as he deems appropriate.

6. Maintain data on inquiries received, the types of assistance requested, any actions taken and the 361 362 disposition of each such matter.

363 7. Upon request, assist covered employees in using the procedures and processes available to them from their health plan, including all appeal procedures. Such assistance may require the review of health 364 care records of a covered employee, which shall be done only with that employee's express written 365 consent. The confidentiality of any such medical records shall be maintained in accordance with the 366 367 confidentiality and disclosure laws of the Commonwealth.

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368 8. Ensure that covered employees have access to the services provided by the Ombudsman and that 369 the covered employees receive timely responses from the Ombudsman or his representatives to the 370 inquiries.

371 9. Report annually on his activities to the standing committees of the General Assembly having 372 jurisdiction over insurance and over health and the Joint Commission on Health Care by December 1 of 373 each year.

374 M. The plan established in accordance with this section shall not refuse to accept or make 375 reimbursement pursuant to an assignment of benefits made to a dentist or oral surgeon by a covered 376 employee.

377 For purposes of this subsection, "assignment of benefits" means the transfer of dental care coverage 378 reimbursement benefits or other rights under the plan. The assignment of benefits shall not be effective 379 until the covered employee notifies the plan in writing of the assignment.

380 N. Beginning July 1, 2006, any plan established pursuant to this section shall provide for an 381 identification number, which shall be assigned to the covered employee and shall not be the same as the 382 employee's social security number.

383 O. Any group health insurance plan established by the Department of Human Resource Management 384 that contains a coordination of benefits provision shall provide written notification to any eligible 385 employee as a prominent part of its enrollment materials that if such eligible employee is covered under 386 another group accident and sickness insurance policy, group accident and sickness subscription contract, 387 or group health care plan for health care services, that insurance policy, subscription contract or health 388 care plan may have primary responsibility for the covered expenses of other family members enrolled 389 with the eligible employee. Such written notification shall describe generally the conditions upon which 390 the other coverage would be primary for dependent children enrolled under the eligible employee's 391 coverage and the method by which the eligible enrollee may verify from the plan that coverage would 392 have primary responsibility for the covered expenses of each family member.

393 P. Any plan established by the Department of Human Resource Management pursuant to this section 394 shall provide that coverage under such plan for family members enrolled under a participating state 395 employee's coverage shall continue for a period of at least 30 days following the death of such state 396 employee.

397 Q. The plan established in accordance with this section that follows a policy of sending its payment 398 to the covered employee or covered family member for a claim for services received from a 399 nonparticipating physician or osteopath shall (i) include language in the member handbook that notifies 400 the covered employee of the responsibility to apply the plan payment to the claim from such 401 nonparticipating provider, (ii) include this language with any such payment sent to the covered employee 402 or covered family member, and (iii) include the name and any last known address of the 403 nonparticipating provider on the explanation of benefits statement.

404 R. The Department of Human Resource Management shall report annually, by November 30 of each 405 year in which a mandate is imposed under the provisions of § 2.2-2818.2, to the Special Advisory 406 Commission on Mandated Health Insurance Benefits established pursuant to Article 2 (§ 2.2-2503 et 407 seq.) of Chapter 25, on cost and utilization information for each of the mandated benefits set forth in 408 subsection B, including any mandated benefit made applicable, pursuant to subdivision B 22, to any plan 409 established pursuant to this section. The report shall be in the same detail and form as required of 410 reports submitted pursuant to § 38.2-3419.1, with such additional information as is required to determine 411 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.

413 A. Notwithstanding any provision of § 38.2-3407 to the contrary, no insurer proposing to issue 414 preferred provider policies or contracts shall prohibit any person receiving pharmacy benefits furnished 415 thereunder from selecting, without limitation, the pharmacy of his choice to furnish such benefits. This 416 right of selection extends to and includes pharmacies that are nonpreferred providers and that have 417 previously notified the insurer, by facsimile or otherwise, of their agreement to accept reimbursement for 418 their services at rates applicable to pharmacies that are preferred providers, including any copayment 419 consistently imposed by the insurer, as payment in full. Each insurer shall permit prompt electronic or 420 telephonic transmittal of the reimbursement agreement by the pharmacy and ensure prompt verification 421 to the pharmacy of the terms of reimbursement. In no event shall any person receiving a covered 422 pharmacy benefit from a nonpreferred provider which has submitted a reimbursement agreement be 423 responsible for amounts that may be charged by the nonpreferred provider in excess of the copayment 424 and the insurer's reimbursement applicable to all of its preferred pharmacy providers.

425 B. No such insurer shall impose upon any person receiving pharmaceutical benefits furnished under 426 any such policy or contract:

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

429 who are nonpreferred providers;

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

431 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 432 pharmacists who are nonpreferred providers.

433 C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 434 denying immediate access to electronic claims filing to a pharmacy which that is a nonpreferred 435 provider and which that has complied with subsection D below or (ii) requiring a person receiving 436 pharmacy benefits to make payment at point of service, except to the extent such conditions and 437 penalties are similarly imposed on preferred providers.

438 D. Any pharmacy which that wishes to be covered by this section shall, if requested to do so in writing by an insurer, within thirty 30 days of the pharmacy's receipt of the request, execute and deliver 439 to the insurer the direct service agreement or preferred provider agreement which that the insurer 440 441 requires all of its preferred providers of pharmacy benefits to execute. Any pharmacy which that fails to 442 timely execute and deliver such agreement shall not be covered by this section with respect to that 443 insurer unless and until the pharmacy executes and delivers the agreement. 444

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

445 F. Nothing in this section shall limit the authority of an insurer proposing to issue preferred provider 446 policies or contracts to select a single mail order pharmacy provider as the exclusive provider of 447 pharmacy services that are delivered to the covered person's address by mail, common carrier, or 448 delivery service. The provisions of this section shall not apply to such contracts. As used in this subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the 449 450 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 451 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 452 service. 453

§ 38.2-4209.1. Pharmacies; freedom of choice.

454 A. Notwithstanding any provision of § 38.2-4209, no corporation providing preferred provider 455 subscription contracts shall prohibit any person receiving pharmaceutical benefits thereunder from 456 selecting, without limitation, the pharmacy of his choice to furnish such benefits. This right of selection 457 extends to and includes pharmacies that are nonpreferred providers and that have previously notified the 458 corporation, by facsimile or otherwise, of their agreement to accept reimbursement for their services at 459 rates applicable to pharmacies that are preferred providers, including any copayment consistently imposed by the corporation, as payment in full. Each corporation shall permit prompt electronic or 460 461 telephonic transmittal of the reimbursement agreement by the pharmacy and ensure payment verification 462 to the pharmacy of the terms of reimbursement. In no event shall any person receiving a covered pharmacy benefit from a nonpreferred provider which has submitted a reimbursement agreement be 463 responsible for amounts that may be charged by the nonpreferred provider in excess of the copayment 464 465 and the corporation's reimbursement applicable to all of its preferred pharmacy providers.

466 B. No such corporation shall impose upon any person receiving pharmaceutical benefits furnished 467 under any such contract:

468 1. Any copayment, fee or condition that is not equally imposed upon all individuals in the same 469 benefit category, class or copayment level, whether or not such benefits are furnished by pharmacists 470 who are nonpreferred providers; 471

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

472 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 473 pharmacists who are nonpreferred providers.

474 C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 475 denving immediate access to electronic claims filing to a pharmacy which that is a nonpreferred provider and which that has complied with subsection D below or (ii) requiring a person receiving 476 477 pharmacy benefits to make payment at point of service, except to the extent such conditions and 478 penalties are similarly imposed on preferred providers.

479 D. Any pharmacy which that wishes to be covered by this section shall, if requested to do so in 480 writing by a corporation, within thirty 30 days of the pharmacy's receipt of the request, execute and 481 deliver to the corporation the direct service agreement or preferred provider agreement which that the 482 corporation requires all of its preferred providers of pharmacy benefits to execute. Any pharmacy which 483 that fails to timely execute and deliver such agreement shall not be covered by this section with respect 484 to that corporation unless and until the pharmacy executes and delivers the agreement.

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

F. Nothing in this section shall limit the authority of a corporation issuing preferred provider 486 policies or contracts to select a single mail order pharmacy provider as the exclusive provider of 487 pharmacy services that are delivered to the covered person's address by mail, common carrier, or 488 489 delivery service. The provisions of this section shall not apply to such contracts. As used in this 490 subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the

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491 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 492 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 493 service.

494 § 38.2-4312.1. Pharmacies; freedom of choice.

495 A. Notwithstanding any other provision in this chapter, no health maintenance organization providing 496 health care plans shall prohibit any person receiving pharmaceutical benefits thereunder from selecting, 497 without limitation, the pharmacy of his choice to furnish such benefits. This right of selection extends to 498 and includes pharmacies that are not participating providers under any such health care plan and that 499 have previously notified the health maintenance organization, by facsimile or otherwise, of their 500 agreement to accept reimbursement for their services at rates applicable to pharmacies that are 501 participating providers, including any copayment consistently imposed by the plan, as payment in full. 502 Each health maintenance organization shall permit prompt electronic or telephonic transmittal of the 503 reimbursement agreement by the pharmacy and ensure prompt verification to the pharmacy of the terms 504 of reimbursement. In no event shall any person receiving a covered pharmacy benefit from a 505 nonparticipating provider which has submitted a reimbursement agreement be responsible for amounts 506 that may be charged by the nonparticipating provider in excess of the copayment and the health maintenance organization's reimbursement applicable to all of its participating pharmacy providers. 507

508 B. No such health maintenance organization shall impose upon any person receiving pharmaceutical 509 benefits furnished under any such health care plan:

510 1. Any copayment, fee or condition that is not equally imposed upon all individuals in the same 511 benefit category, class or copayment level, whether or not such benefits are furnished by pharmacists 512 who are not participating providers; 513

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

514 3. Any reduction in allowable reimbursement for pharmacy services related to utilization of 515 pharmacists who are not participating providers.

516 C. For purposes of this section, a prohibited condition or penalty shall include, without limitation: (i) 517 denying immediate access to electronic claims filing to a pharmacy which that is a nonparticipating 518 provider and which that has complied with subsection E below or (ii) requiring a person receiving 519 pharmacy benefits to make payment at point of service, except to the extent such conditions and 520 penalties are similarly imposed on participating providers.

521 D. The provisions of this section are not applicable to any pharmaceutical benefit covered by a 522 health care plan when those benefits are obtained from a pharmacy wholly owned and operated by, or 523 exclusively operated for, the health maintenance organization providing the health care plan.

524 E. Any pharmacy which that wishes to be covered by this section shall, if requested to do so in 525 writing by a health maintenance organization, within thirty 30 days of the pharmacy's receipt of the 526 request, execute and deliver to the health maintenance organization the direct service agreement or 527 participating provider agreement which that the health maintenance organization requires all of its 528 participating providers of pharmacy benefits to execute. Any pharmacy which that fails to timely execute 529 and deliver such agreement shall not be covered by this section with respect to that health maintenance organization unless and until the pharmacy executes and delivers the agreement. 530

531 F. The Commission shall have no jurisdiction to adjudicate controversies arising out of this section. 532 G. Nothing in this section shall limit the authority of a health maintenance organization providing 533 health care plans to select a single mail order pharmacy provider as the exclusive provider of pharmacy 534 services that are delivered to the covered person's address by mail, common carrier, or delivery service. 535 The provisions of this section shall not apply to such contracts. As used in this subsection, "mail order 536 pharmacy provider" means a pharmacy permitted to conduct business in the Commonwealth whose 537 primary business is to dispense a prescription drug or device under a prescriptive drug order and to 538 deliver the drug or device to a patient primarily by mail, common carrier, or delivery service.