2023 SESSION

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HOUSE BILL NO. 1594

Offered January 11, 2023

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A BILL to amend and reenact § 2.2-2818 of the Code of Virginia, relating to Department of Human Resource Management; health insurance coverage for employees of multijurisdictional community services boards.

Patrons—Gooditis, Rasoul, Bourne, Clark, Delaney, Guzman, Hayes, Helmer, Hope, Jenkins, Krizek, Lopez, McQuinn, Mullin, Murphy, Plum, Scott, D.L., Sickles, Simon, Sullivan, Watts and Webert

Referred to Committee on Appropriations

Be it enacted by the General Assembly of Virginia:

That § 2.2-2818 of the Code of Virginia is amended and reenacted as follows: § 2.2-2818. Health and related insurance for state employees.

14 A. The Department of Human Resource Management shall establish a plan, subject to the approval 15 of the Governor, for providing health insurance coverage, including chiropractic treatment, hospitalization, medical, surgical and major medical coverage, for state employees and retired state 16 employees with the Commonwealth paying the cost thereof to the extent of the coverage included in 17 such plan. The same plan shall be offered to all part-time state employees, but the total cost shall be 18 19 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 20 state employees may be purchased. Except for part-time employees, the Commonwealth may pay all or a 21 22 portion of the cost thereof, and for such portion as the Commonwealth does not pay, the employee, 23 including a part-time employee, may purchase the coverage by paying the additional cost over the cost 24 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.

37 In order to be considered a screening mammogram for which coverage shall be made available under38 this 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

47 c. The mammography film shall be retained by the radiologic facility performing the examination in accordance 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.

3. Include an appeals process for resolution of complaints that shall provide reasonable proceduresfor the resolution of such complaints and shall be published and disseminated to all covered state

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58 employees. The appeals process shall be compliant with federal rules and regulations governing 59 nonfederal, self-insured governmental health plans. The appeals process shall include a separate 60 expedited emergency appeals procedure that shall provide resolution within time frames established by 61 federal law. For appeals involving adverse decisions as defined in § 32.1-137.7, the Department shall contract with one or more independent review organizations to review such decisions. Independent 62 63 review organizations are entities that conduct independent external review of adverse benefit 64 determinations. The Department shall adopt regulations to assure that the independent review organization conducting the reviews has adequate standards, credentials and experience for such review. 65 The independent review organization shall examine the final denial of claims to determine whether the 66 decision is objective, clinically valid, and compatible with established principles of health care. The 67 68 decision of the independent review organization shall (i) be in writing, (ii) contain findings of fact as to 69 the material issues in the case and the basis for those findings, and (iii) be final and binding if 70 consistent with law and policy.

Prior to assigning an appeal to an independent review organization, the Department shall verify that 71 72 the independent review organization conducting the review of a denial of claims has no relationship or 73 association with (i) the covered person or the covered person's authorized representative; (ii) the treating 74 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 affiliates; or (iv) the development or 75 76 manufacture of the drug, device, procedure or other therapy that is the subject of the final denial of a 77 claim. The independent review organization shall not be a subsidiary of, nor owned or controlled by, a 78 health plan, a trade association of health plans, or a professional association of health care providers. 79 There shall be no liability on the part of and no cause of action shall arise against any officer or 80 employee of an independent review organization for any actions taken or not taken or statements made by such officer or employee in good faith in the performance of his powers and duties. 81

4. Include coverage for early intervention services. For purposes of this section, "early intervention 82 83 services" means medically necessary speech and language therapy, occupational therapy, physical therapy 84 and assistive technology services and devices for dependents from birth to age three who are certified by 85 the Department of Behavioral Health and Developmental Services as eligible for services under Part H 86 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 87 88 Developmental Services shall mean those services designed to help an individual attain or retain the 89 capability to function age-appropriately within his environment, and shall include services that enhance 90 functional ability without effecting a cure.

91 For persons previously covered under the plan, there shall be no denial of coverage due to the 92 existence of a preexisting condition. The cost of early intervention services shall not be applied to any 93 contractual provision limiting the total amount of coverage paid by the insurer to or on behalf of the 94 insured during the insured's lifetime.

95 5. Include coverage for prescription drugs and devices approved by the United States Food and Drug96 Administration 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.

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

117 10. Include coverage for annual pap smears, including coverage, on and after July 1, 1999, for 118 annual testing performed by any FDA-approved gynecologic cytology screening technologies.

119 11. Include coverage providing a minimum stay in the hospital of not less than 48 hours for a patient

120 following a radical or modified radical mastectomy and 24 hours of inpatient care following a total 121 mastectomy or a partial mastectomy with lymph node dissection for treatment of breast cancer. Nothing 122 in this subdivision shall be construed as requiring the provision of inpatient coverage where the 123 attending physician in consultation with the patient determines that a shorter period of hospital stay is 124 appropriate.

125 12. Include coverage (i) to persons age 50 and over and (ii) to persons age 40 and over who are at high risk for prostate cancer, according to the most recent published guidelines of the American Cancer
127 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.

130 13. Permit any individual covered under the plan direct access to the health care services of a 131 participating specialist (i) authorized to provide services under the plan and (ii) selected by the covered 132 individual. The plan shall have a procedure by which an individual who has an ongoing special 133 condition may, after consultation with the primary care physician, receive a referral to a specialist for 134 such condition who shall be responsible for and capable of providing and coordinating the individual's 135 primary and specialty care related to the initial specialty care referral. If such an individual's care would 136 most appropriately be coordinated by such a specialist, the plan shall refer the individual to a specialist. 137 For the purposes of this subdivision, "special condition" means a condition or disease that is (i) 138 life-threatening, degenerative, or disabling and (ii) requires specialized medical care over a prolonged 139 period of time. Within the treatment period authorized by the referral, such specialist shall be permitted 140 to treat the individual without a further referral from the individual's primary care provider and may 141 authorize such referrals, procedures, tests, and other medical services related to the initial referral as the 142 individual's primary care provider would otherwise be permitted to provide or authorize. The plan shall 143 have a procedure by which an individual who has an ongoing special condition that requires ongoing 144 care from a specialist may receive a standing referral to such specialist for the treatment of the special 145 condition. If the primary care provider, in consultation with the plan and the specialist, if any, 146 determines that such a standing referral is appropriate, the plan or issuer shall make such a referral to a 147 specialist. Nothing contained herein shall prohibit the plan from requiring a participating specialist to 148 provide written notification to the covered individual's primary care physician of any visit to such 149 specialist. Such notification may include a description of the health care services rendered at the time of 150 the visit.

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

155 For a period of at least 90 days from the date of the notice of a provider's termination from any of 156 the plan's provider panels, except when a provider is terminated for cause, a provider shall be permitted 157 by the plan to render health care services to any of the covered employees who (i) were in an active 158 course of treatment from the provider prior to the notice of termination and (ii) request to continue 159 receiving health care services from the provider.

160 Notwithstanding the provisions of this subdivision, any provider shall be permitted by the plan to 161 continue rendering health services to any covered employee who has entered the second trimester of 162 pregnancy at the time of the provider's termination of participation, except when a provider is terminated 163 for cause. Such treatment shall, at the covered employee's option, continue through the provision of 164 postpartum care directly related to the delivery.

165 Notwithstanding the provisions of this subdivision, any provider shall be permitted to continue 166 rendering health services to any covered employee who is determined to be terminally ill (as defined 167 under § 1861(dd)(3)(A) of the Social Security Act) at the time of a provider's termination of 168 participation, except when a provider is terminated for cause. Such treatment shall, at the covered 169 employee's option, continue for the remainder of the employee's life for care directly related to the 170 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.

174 15. Include coverage for patient costs incurred during participation in clinical trials for treatment
 175 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.

180 For purposes of this subdivision:

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"Cooperative group" means a formal network of facilities that collaborate on research projects and 181 182 have an established NIH-approved peer review program operating within the group. "Cooperative group" 183 includes (i) the National Cancer Institute Clinical Cooperative Group and (ii) the National Cancer 184 Institute Community Clinical Oncology Program.

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

"Multiple project assurance contract" means a contract between an institution and the federal 186 187 Department of Health and Human Services that defines the relationship of the institution to the federal 188 Department of Health and Human Services and sets out the responsibilities of the institution and the 189 procedures that will be used by the institution to protect human subjects.

- 190 "NCI" means the National Cancer Institute.
- 191 "NIH" means the National Institutes of Health.
- "Patient" means a person covered under the plan established pursuant to this section. 192

193 "Patient cost" means the cost of a medically necessary health care service that is incurred as a result 194 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 195 treatment being provided for purposes of a clinical trial, (ii) costs associated with managing the research 196 197 associated with the clinical trial, or (iii) the cost of the investigational drug or device.

198 Coverage for patient costs incurred during clinical trials for treatment studies on cancer shall be 199 provided if the treatment is being conducted in a Phase II, Phase III, or Phase IV clinical trial. Such 200 treatment may, however, be provided on a case-by-case basis if the treatment is being provided in a 201 Phase I clinical trial.

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

- 203 a. The National Cancer Institute;
- 204 b. An NCI cooperative group or an NCI center;
- 205 c. The FDA in the form of an investigational new drug application;
- 206 d. The federal Department of Veterans Affairs; or

207 e. An institutional review board of an institution in the Commonwealth that has a multiple project 208 assurance contract approved by the Office of Protection from Research Risks of the NCI.

209 The facility and personnel providing the treatment shall be capable of doing so by virtue of their 210 experience, training, and expertise. 211

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

213 (2) The available clinical or preclinical data provide a reasonable expectation that the treatment will 214 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 215 216 the plan conclude that the patient's participation in the clinical trial would be appropriate, pursuant to procedures established by the plan. 217

16. Include coverage providing a minimum stay in the hospital of not less than 23 hours for a 218 219 covered employee following a laparoscopy-assisted vaginal hysterectomy and 48 hours for a covered 220 employee following a vaginal hysterectomy, as outlined in Milliman & Robertson's nationally recognized guidelines. Nothing in this subdivision shall be construed as requiring the provision of the total hours 221 222 referenced when the attending physician, in consultation with the covered employee, determines that a 223 shorter hospital stay is appropriate. 224

17. Include coverage for biologically based mental illness.

225 For purposes of this subdivision, a "biologically based mental illness" is any mental or nervous 226 condition caused by a biological disorder of the brain that results in a clinically significant syndrome 227 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 228 229 disorder, bipolar disorder, major depressive disorder, panic disorder, obsessive-compulsive disorder, 230 attention deficit hyperactivity disorder, autism, and drug and alcoholism addiction.

Coverage for biologically based mental illnesses shall neither be different nor separate from coverage 231 232 for any other illness, condition or disorder for purposes of determining deductibles, benefit year or 233 lifetime durational limits, benefit year or lifetime dollar limits, lifetime episodes or treatment limits, 234 copayment and coinsurance factors, and benefit year maximum for deductibles and copayment and 235 coinsurance factors.

236 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 237 238 option, provided that all such appropriateness and medical necessity determinations are made in the same 239 manner as those determinations made for the treatment of any other illness, condition or disorder 240 covered by such policy or contract.

241 18. Offer and make available coverage for the treatment of morbid obesity through gastric bypass 242 surgery or such other methods as may be recognized by the National Institutes of Health as effective for 243 the long-term reversal of morbid obesity. Such coverage shall have durational limits, dollar limits, 244 deductibles, copayments and coinsurance factors that are no less favorable than for physical illness 245 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 246 247 obesity" means (i) a weight that is at least 100 pounds over or twice the ideal weight for frame, age, 248 height, and gender as specified in the 1983 Metropolitan Life Insurance tables, (ii) a body mass index 249 (BMI) equal to or greater than 35 kilograms per meter squared with comorbidity or coexisting medical 250 conditions such as hypertension, cardiopulmonary conditions, sleep apnea, or diabetes, or (iii) a BMI of 251 40 kilograms per meter squared without such comorbidity. As used herein, "BMI" equals weight in kilograms divided by height in meters squared. 252

253 19. Include coverage for colorectal cancer screening, specifically screening with an annual fecal 254 occult blood test, flexible sigmoidoscopy or colonoscopy, or in appropriate circumstances radiologic 255 imaging, in accordance with the most recently published recommendations established by the American 256 College of Gastroenterology, in consultation with the American Cancer Society, for the ages, family 257 histories, and frequencies referenced in such recommendations. The coverage for colorectal cancer 258 screening shall not be more restrictive than or separate from coverage provided for any other illness, 259 condition or disorder for purposes of determining deductibles, benefit year or lifetime durational limits, 260 benefit year or lifetime dollar limits, lifetime episodes or treatment limits, copayment and coinsurance 261 factors, and benefit year maximum for deductibles and copayments and coinsurance factors.

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

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

275 22. Notwithstanding any provision of this section to the contrary, every plan established in276 accordance with this section shall comply with the provisions of § 2.2-2818.2.

277 C. Claims incurred during a fiscal year but not reported during that fiscal year shall be paid from 278 such funds as shall be appropriated by law. Appropriations, premiums and other payments shall be 279 deposited in the employee health insurance fund, from which payments for claims, premiums, cost 280 containment programs and administrative expenses shall be withdrawn from time to time. The funds of 281 the health insurance fund shall be deemed separate and independent trust funds, shall be segregated from 282 all other funds of the Commonwealth, and shall be invested and administered solely in the interests of 283 the employees and their beneficiaries. Neither the General Assembly nor any public officer, employee, 284 or agency shall use or authorize the use of such trust funds for any purpose other than as provided in 285 law for benefits, refunds, and administrative expenses, including but not limited to legislative oversight 286 of the health insurance fund.

D. For the purposes of this section:

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"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.

- **294** "Standard reference compendia" means:
- **295** 1. American Hospital Formulary Service Drug Information;
- 296 2. National Comprehensive Cancer Network's Drugs & Biologics Compendium; or
- **297** 3. Elsevier Gold Standard's Clinical Pharmacology.

298 "State employee" means state employee as defined in § 51.1-124.3; employee as defined in § 299 § 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; interns and residents employed by the 302 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 § 23.1-2415; and

304 employees of the Virginia Alcoholic Beverage Control Authority as provided in § 4.1-101.05; and 305 employees of community services boards established to serve more than one locality as provided in 306 § 37.2-500.

307 E. Provisions shall be made for retired employees to obtain coverage under the above plan, 308 including, as an option, coverage for vision and dental care. The Commonwealth may, but shall not be 309 obligated to, pay all or any portion of the cost thereof.

310 F. Any self-insured group health insurance plan established by the Department of Human Resource Management that utilizes a network of preferred providers shall not exclude any physician solely on the 311 312 basis of a reprimand or censure from the Board of Medicine, so long as the physician otherwise meets 313 the plan criteria established by the Department.

G. The plan shall include, in each planning district, at least two health coverage options, each 314 sponsored by unrelated entities. No later than July 1, 2006, one of the health coverage options to be 315 316 available in each planning district shall be a high deductible health plan that would qualify for a health 317 savings account pursuant to § 223 of the Internal Revenue Code of 1986, as amended.

318 In each planning district that does not have an available health coverage alternative, the Department 319 shall voluntarily enter into negotiations at any time with any health coverage provider who seeks to 320 provide coverage under the plan.

This subsection shall not apply to any state agency authorized by the Department to establish and 321 322 administer its own health insurance coverage plan separate from the plan established by the Department.

323 H. Any self-insured group health insurance plan established by the Department of Human Resource 324 Management that includes coverage for prescription drugs on an outpatient basis may apply a formulary 325 to the prescription drug benefits provided by the plan if the formulary is developed, reviewed at least 326 annually, and updated as necessary in consultation with and with the approval of a pharmacy and therapeutics committee, a majority of whose members are actively practicing licensed (i) pharmacists, 327 328 (ii) physicians, and (iii) other health care providers.

329 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 330 in the plan, a specific, medically necessary nonformulary prescription drug if, after reasonable 331 332 investigation and consultation with the prescriber, the formulary drug is determined to be an inappropriate therapy for the medical condition of the person. The plan shall act on such requests within 333 334 one business day of receipt of the request.

335 Any plan established in accordance with this section shall be authorized to provide for the selection 336 of a single mail order pharmacy provider as the exclusive provider of pharmacy services that are 337 delivered to the covered person's address by mail, common carrier, or delivery service. As used in this subsection, "mail order pharmacy provider" means a pharmacy permitted to conduct business in the 338 339 Commonwealth whose primary business is to dispense a prescription drug or device under a prescriptive 340 drug order and to deliver the drug or device to a patient primarily by mail, common carrier, or delivery 341 service.

342 I. Any plan established in accordance with this section requiring preauthorization prior to rendering 343 medical treatment shall have personnel available to provide authorization at all times when such 344 preauthorization is required.

J. Any plan established in accordance with this section shall provide to all covered employees written 345 346 notice of any benefit reductions during the contract period at least 30 days before such reductions 347 become effective.

348 K. No contract between a provider and any plan established in accordance with this section shall 349 include provisions that require a health care provider or health care provider group to deny covered 350 services that such provider or group knows to be medically necessary and appropriate that are provided with respect to a covered employee with similar medical conditions. 351

352 L. The Department of Human Resource Management shall appoint an Ombudsman to promote and 353 protect the interests of covered employees under any state employee's health plan. 354

The Ombudsman shall:

355 1. Assist covered employees in understanding their rights and the processes available to them 356 according to their state health plan.

357 2. Answer inquiries from covered employees by telephone and electronic mail. 358

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

359 4. Develop information on the types of health plans available, including benefits and complaint 360 procedures and appeals.

5. Make available, either separately or through an existing Internet web site utilized by the 361 362 Department of Human Resource Management, information as set forth in subdivision 4 and such 363 additional information as he deems appropriate.

6. Maintain data on inquiries received, the types of assistance requested, any actions taken and the 364 365 disposition of each such matter.

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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
care records of a covered employee, which shall be done only in accordance with the federal Health
Insurance Portability and Accountability Act privacy rules. The confidentiality of any such medical
records shall be maintained in accordance with the confidentiality and disclosure laws of the
Commonwealth.

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

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

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

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

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

387 O. Any group health insurance plan established by the Department of Human Resource Management 388 that contains a coordination of benefits provision shall provide written notification to any eligible 389 employee as a prominent part of its enrollment materials that if such eligible employee is covered under 390 another group accident and sickness insurance policy, group accident and sickness subscription contract, 391 or group health care plan for health care services, that insurance policy, subscription contract or health 392 care plan may have primary responsibility for the covered expenses of other family members enrolled 393 with the eligible employee. Such written notification shall describe generally the conditions upon which 394 the other coverage would be primary for dependent children enrolled under the eligible employee's 395 coverage and the method by which the eligible enrollee may verify from the plan that coverage would 396 have primary responsibility for the covered expenses of each family member.

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

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

408 R. The Department of Human Resource Management shall report annually, by November 30 of each year, on cost and utilization information for each of the mandated benefits set forth in subsection B, including any mandated benefit made applicable, pursuant to subdivision B 22, to any plan established pursuant to this section. The report shall be in the same detail and form as required of reports submitted pursuant to § 38.2-3419.1, with such additional information as is required to determine the financial impact, including the costs and benefits, of the particular mandated benefit.