

State of Arizona
Senate
Fifty-fourth Legislature
Second Regular Session
2020

SENATE BILL 1024

AN ACT

AMENDING SECTIONS 20-2540, 20-3111, 20-3112 AND 20-3114, ARIZONA REVISED STATUTES; AMENDING TITLE 20, CHAPTER 20, ARTICLE 2, ARIZONA REVISED STATUTES, BY ADDING SECTION 20-3114.01; AMENDING SECTION 20-3115, ARIZONA REVISED STATUTES; AMENDING TITLE 20, CHAPTER 20, ARTICLE 2, ARIZONA REVISED STATUTES, BY ADDING SECTION 20-3120; RELATING TO INSURANCE.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:

2 Section 1. Section 20-2540, Arizona Revised Statutes, is amended to
3 read:

4 20-2540. Health care appeals fund

5 A. The health care appeals fund is established consisting of monies
6 collected pursuant to subsection B of this section. The fund is a special
7 state fund pursuant to section 35-142, subsection A, paragraph 8. Monies
8 in the fund do not revert to the state general fund. The department shall
9 administer the fund. Monies in the fund are continuously appropriated and
10 are exempt from the provisions of section 35-190 relating to lapsing of
11 appropriations.

12 B. The director shall charge an appealing member's health care
13 insurer for all amounts owed to the independent review organization,
14 pursuant to subsection C of this section, to decide the member's appeal.
15 The director may assess each health care insurer for administrative costs
16 for implementing and maintaining the external independent review process
17 as prescribed in this section and section 20-2538. The director shall
18 deposit all collected monies in the fund.

19 C. The director shall use monies in the fund to:

20 1. Compensate procured independent review organizations for
21 performing independent medical reviews on a per case rate unless the
22 director determines that another method is necessary to carry out the
23 purposes of this article.

24 2. Perform the responsibilities relating to the procurement of
25 independent review organizations and to implement and maintain the
26 external independent review process.

27 3. PERFORM THE ADMINISTRATIVE FUNCTION OF THE OUT-OF-NETWORK CLAIM
28 DISPUTE RESOLUTION PROCESS PRESCRIBED IN CHAPTER 20, ARTICLE 2 OF THIS
29 TITLE.

30 D. An independent review organization shall submit to the director
31 for approval a detailed invoice consistent with the method of payment
32 prescribed in subsection C of this section.

33 Sec. 2. Heading change

34 The article heading of title 20, chapter 20, article 2, Arizona Revised
35 Statutes, is changed from "OUT-OF-NETWORK CLAIM DISPUTE RESOLUTION" to
36 "OUT-OF-NETWORK SURPRISE BILLS AND BALANCE BILLS DISPUTE RESOLUTION".

37 Sec. 3. Section 20-3111, Arizona Revised Statutes, is amended to
38 read:

39 20-3111. Definitions

40 In this article, unless the context otherwise requires:

41 1. "Arbitration" means a dispute resolution process in which an
42 impartial arbitrator determines the dollar amount a health care provider
43 is entitled to receive for payment of a surprise out-of-network bill.

44 2. "Arbitrator" means an impartial person who is appointed to
45 conduct an arbitration.

1 3. "BALANCE BILL" MEANS THE DIFFERENCE BETWEEN THE HEALTH CARE
2 PROVIDER'S BILLED CHARGE AND THE HEALTH CARE SERVICES ORGANIZATION'S
3 ALLOWED AMOUNT FOR A COVERED HEALTH CARE SERVICE UNDER AN ENROLLEE'S
4 HEALTH CARE PLAN AS DEFINED IN SECTION 20-1051.

5 ~~3.~~ 4. "Billing company" means any affiliated or unaffiliated
6 company that is hired by a health care provider or health care facility to
7 coordinate the payment of bills with health insurers and to generate or
8 bill and collect payment from enrollees on the health care provider's or
9 health care facility's behalf.

10 ~~4.~~ 5. "Contracted provider" means a health care provider that has
11 entered into a contract with a health insurer OR HEALTH CARE SERVICES
12 ORGANIZATION to provide health care services to the health insurer's
13 enrollees at agreed on rates.

14 ~~5.~~ 6. "Cost sharing requirements" means an enrollee's applicable
15 out-of-network coinsurance, copayment and deductible requirements under a
16 health plan based on the adjudicated claim.

17 ~~6.~~ 7. "Emergency services" has the same meaning prescribed in
18 section 20-2801.

19 ~~7.~~ 8. "Enrollee" means an individual who is eligible to receive
20 benefits through a health plan.

21 ~~8.~~ 9. "Health care facility" has the same meaning prescribed in
22 section 36-437.

23 ~~9.~~ 10. "Health care provider" means a person who is licensed,
24 registered or certified as a health care professional under title 32 or a
25 laboratory or durable medical equipment provider that furnishes services
26 to a patient in a network facility and that separately bills the patient
27 for the services.

28 ~~10.~~ 11. "Health care services" means treatment, services,
29 medications, tests, equipment, devices, durable medical equipment,
30 laboratory services or supplies rendered or provided to an enrollee for
31 the purpose of diagnosing, preventing, alleviating, curing or healing
32 human disease, illness or injury.

33 12. "HEALTH CARE SERVICES ORGANIZATION" HAS THE SAME MEANING
34 PRESCRIBED IN SECTION 20-1051.

35 ~~11.~~ 13. "Health insurer" means a disability insurer, group
36 disability insurer, blanket disability insurer, hospital service
37 corporation or medical service corporation that provides health insurance
38 in this state.

39 ~~12.~~ 14. "Health plan" means a group or individual health plan that
40 finances or furnishes health care services and that is issued by a health
41 insurer OR HEALTH CARE SERVICES ORGANIZATION.

42 ~~13.~~ 15. "Network facility" means a health care facility that has
43 entered into a contract with a health insurer OR HEALTH CARE SERVICES
44 ORGANIZATION to provide health care services to the health insurer's
45 enrollees at agreed on rates.

1 ~~14.~~ 16. "Surprise out-of-network bill" means a bill for a health
2 care service that was provided in a network facility by a health care
3 provider that is not a contracted provider and that meets one of the
4 requirements listed in section 20-3113.

5 Sec. 4. Section 20-3112, Arizona Revised Statutes, is amended to
6 read:

7 20-3112. Applicability

8 A. THIS ARTICLE APPLIES TO A SELF-FUNDED OR SELF-INSURED EMPLOYEE
9 BENEFIT PLAN THAT IS OTHERWISE PREEMPTED FROM STATE REGULATION BY THE
10 EMPLOYEE RETIREMENT INCOME SECURITY ACT OF 1974 (P.L. 93-406; 88 STAT.
11 829; 29 UNITED STATES CODE SECTION 1144(b)) IF THE ENTITY THAT ADMINISTERS
12 THE PLAN ENTERS INTO A WRITTEN AGREEMENT WITH THE DEPARTMENT PURSUANT TO
13 SECTION 20-3120 TO VOLUNTARILY COMPLY WITH THE REQUIREMENTS OF THIS
14 ARTICLE.

15 B. This article does not apply to:

16 1. Health care services that are not covered by the enrollee's
17 health plan.

18 2. Limited benefit coverage as defined in section 20-1137.

19 3. Charges for health care services that are subject to a direct
20 payment agreement under section 32-3216 or 36-437.

21 ~~4. Health plans that do not include coverage for out-of-network
22 health care services, unless otherwise required by law.~~

23 ~~5. State health and accident coverage for full-time officers and
24 employees of this state and their dependents that is provided pursuant to
25 title 38, chapter 4, article 4.~~

26 ~~6.~~ 4. EXCEPT AS PROVIDED IN SUBSECTION A OF THIS SECTION, a
27 self-funded or self-insured employee benefit plan if the regulation of
28 that plan is preempted by the employee retirement income security act of
29 1974 (P.L. 93-406; 88 Stat. 829; 29 United States Code section 1144(b)).

30 C. THIS SECTION DOES NOT NEGATE OR LIMIT A HEALTH CARE SERVICES
31 ORGANIZATION'S OBLIGATION TO ITS MEMBERS TO ENSURE THAT COVERED HEALTH
32 CARE SERVICES ARE DELIVERED IN ACCORDANCE WITH EACH MEMBER'S HEALTH CARE
33 PLAN AS DEFINED IN SECTION 20-1051.

34 D. A HEALTH CARE SERVICES ORGANIZATION ENROLLEE IS NOT A PARTY TO
35 ANY PAYMENT DISPUTE BETWEEN THE HEALTH CARE SERVICES ORGANIZATION AND A
36 HEALTH CARE PROVIDER. BOTH THE HEALTH CARE SERVICES ORGANIZATION AND
37 HEALTH CARE PROVIDER SHALL HOLD THE ENROLLEE HARMLESS FOR DISPUTED AMOUNTS
38 THAT EXCEED THE ENROLLEE'S IN-NETWORK COST SHARING AMOUNT.

39 Sec. 5. Section 20-3114, Arizona Revised Statutes, is amended to
40 read:

41 20-3114. Health care insurers; dispute resolution; settlement
42 teleconference; arbitration; surprise
43 out-of-network bills

44 A. An enrollee who has received a surprise out-of-network bill and
45 who disputes the amount of the bill may seek dispute resolution of the

1 bill by filing a request for arbitration with the department not later
2 than one year after the date of service noted in the surprise
3 out-of-network bill, except as otherwise provided in this section, if all
4 of the following apply:

5 1. The enrollee has resolved any health care appeal pursuant to
6 chapter 15, article 2 of this title that the enrollee may have had against
7 the health insurer following the health insurer's initial adjudication of
8 the claim. The one-year time period for requesting arbitration is tolled
9 from the date that the enrollee files a health care appeal until the date
10 of final resolution of the appeal.

11 2. The enrollee has not instituted a civil lawsuit or other legal
12 action against the HEALTH insurer or health care provider related to the
13 same surprise out-of-network bill or the health care services provided.

14 3. The amount of the surprise out-of-network bill for which the
15 enrollee is responsible for all related health care services provided by
16 the health care provider whether contained in one or multiple bills, after
17 deduction of the enrollee's cost sharing requirements and the HEALTH
18 insurer's allowable reimbursement, is at least ~~one thousand dollars~~
19 \$1,000.

20 B. If an enrollee requests dispute resolution of a surprise
21 out-of-network bill, the enrollee or the enrollee's authorized
22 representative shall participate in an informal settlement teleconference
23 and may participate in the arbitration of the bill. If the enrollee or
24 enrollee's authorized representative fails to attend the informal
25 settlement teleconference, the ~~conference~~ TELECONFERENCE shall be
26 terminated and the enrollee, within fourteen days after the first
27 scheduled informal settlement teleconference, may request that the
28 department reschedule the informal settlement teleconference. If the
29 enrollee does not request that the department reschedule the informal
30 settlement teleconference, the enrollee forfeits the right to arbitrate
31 the surprise out-of-network bill. The health care provider or the HEALTH
32 CARE provider's representative and the health insurer shall participate in
33 the informal settlement teleconference and the arbitration.

34 C. An enrollee may not seek dispute resolution of a bill if the
35 enrollee or the enrollee's authorized representative signed the disclosure
36 prescribed in section 20-3113, subsection A, paragraph 2 and the amount
37 actually billed to the enrollee is less than or equal to the estimated
38 total cost provided in the disclosure.

39 Sec. 6. Title 20, chapter 20, article 2, Arizona Revised Statutes,
40 is amended by adding section 20-3114.01, to read:

41 20-3114.01. Health care services organizations; dispute
42 resolution; settlement teleconference;
43 arbitration; balance bills

44 A. A HEALTH CARE SERVICES ORGANIZATION THAT RECEIVES OR A HEALTH
45 CARE PROVIDER THAT SEEKS TO COLLECT A DISPUTED BALANCE BILL MAY SEEK

1 DISPUTE RESOLUTION OF THE BALANCE BILL BY FILING A REQUEST FOR ARBITRATION
2 WITH THE DEPARTMENT NOT LATER THAN ONE YEAR AFTER THE DATE OF SERVICE
3 NOTED IN THE CLAIM TO WHICH THE BALANCE BILL APPLIES, EXCEPT AS OTHERWISE
4 PROVIDED IN THIS SECTION, IF ALL OF THE FOLLOWING APPLY:

5 1. THE ENROLLEE FOR THE CLAIM AT ISSUE HAS RESOLVED ANY HEALTH CARE
6 APPEAL PURSUANT TO CHAPTER 15, ARTICLE 2 OF THIS TITLE THAT THE ENROLLEE
7 MAY HAVE HAD AGAINST THE HEALTH CARE SERVICES ORGANIZATION FOLLOWING THE
8 HEALTH CARE SERVICES ORGANIZATION'S INITIAL ADJUDICATION OF THE CLAIM.
9 THE ONE-YEAR TIME PERIOD FOR REQUESTING ARBITRATION IS TOLLED FROM THE
10 DATE THAT THE ENROLLEE FILES A HEALTH CARE APPEAL UNTIL THE DATE OF FINAL
11 RESOLUTION OF THE APPEAL.

12 2. THE ENROLLEE HAS NOT INSTITUTED A CIVIL LAWSUIT OR OTHER LEGAL
13 ACTION AGAINST THE HEALTH CARE SERVICES ORGANIZATION OR HEALTH CARE
14 PROVIDER RELATED TO THE SAME CLAIM OR THE HEALTH CARE SERVICES PROVIDED.

15 3. THE AMOUNT OF THE BALANCE BILL FOR WHICH THE HEALTH CARE
16 SERVICES ORGANIZATION IS RESPONSIBLE IS AT LEAST \$1,000.

17 B. IF A HEALTH CARE SERVICES ORGANIZATION REQUESTS DISPUTE
18 RESOLUTION OF A BALANCE BILL, THE HEALTH CARE PROVIDER OR THE HEALTH CARE
19 PROVIDER'S AUTHORIZED REPRESENTATIVE SHALL PARTICIPATE IN AN INFORMAL
20 SETTLEMENT TELECONFERENCE WITH AN AUTHORIZED HEALTH CARE SERVICES
21 ORGANIZATION REPRESENTATIVE. IF THE HEALTH CARE PROVIDER OR THE HEALTH
22 CARE PROVIDER'S REPRESENTATIVE FAILS TO ATTEND THE INFORMAL SETTLEMENT
23 TELECONFERENCE, THE TELECONFERENCE SHALL BE TERMINATED AND THE HEALTH CARE
24 SERVICES ORGANIZATION, WITHIN FOURTEEN DAYS AFTER THE SCHEDULED INFORMAL
25 SETTLEMENT TELECONFERENCE, MAY REQUEST THAT THE DEPARTMENT SET THE CASE
26 FOR ARBITRATION.

27 Sec. 7. Section 20-3115, Arizona Revised Statutes, is amended to
28 read:

29 20-3115. Conduct of arbitration proceedings

30 A. The department shall develop a simple, fair, efficient and
31 cost-effective arbitration procedure for surprise out-of-network bill AND
32 BALANCE BILL disputes and specify time frames, standards and other details
33 of the arbitration proceeding, including procedures for scheduling and
34 notifying the parties of the settlement teleconference required by
35 subsection E of this section. The department shall contract with one or
36 more entities to provide arbitrators who are qualified under section
37 20-3116 for this process. Department staff may not serve as arbitrators.

38 B. An enrollee may request arbitration of a surprise out-of-network
39 bill AND A HEALTH CARE SERVICES ORGANIZATION OR HEALTH CARE PROVIDER MAY
40 REQUEST ARBITRATION OF A BALANCE BILL by submitting a request for
41 arbitration to the department on a form prescribed by the department,
42 which shall include contact, billing and payment information regarding the
43 surprise out-of-network bill OR BALANCE BILL and any other information the
44 department believes is necessary to confirm that the bill qualifies for

1 arbitration. The form shall be made available on the department's
2 website.

3 C. Within fifteen days after receipt of a request for arbitration,
4 the department shall do one of the following:

5 1. Determine that the surprise out-of-network bill OR BALANCE BILL
6 qualifies for arbitration under this article, ~~and~~ notify the ~~enrollee,~~
7 health insurer OR HEALTH CARE SERVICES ORGANIZATION and health care
8 provider that the request qualifies, AND FOR A SURPRISE OUT-OF-NETWORK
9 BILL, ALSO NOTIFY THE ENROLLEE.

10 2. Determine that the surprise out-of-network bill OR BALANCE BILL
11 does not qualify for arbitration under this article and notify the
12 ~~enrollee~~ AFFECTED PARTIES that the ~~surprise out-of-network~~ bill does not
13 qualify and state the reason for the determination.

14 3. If the department cannot determine whether the surprise
15 out-of-network bill OR BALANCE BILL qualifies for arbitration, request in
16 writing any additional information from the enrollee, health insurer,
17 HEALTH CARE SERVICES ORGANIZATION or health care provider or its billing
18 company that is needed to determine whether the ~~surprise out-of-network~~
19 bill qualifies for arbitration and all of the following apply:

20 (a) The enrollee, health insurer, HEALTH CARE SERVICES ORGANIZATION
21 or health care provider or its billing company shall respond to the
22 department's request for additional information within fifteen days after
23 the date of the department's request.

24 (b) Within seven days after receipt of the additional requested
25 information, the department shall determine whether the ~~surprise~~
26 ~~out-of-network~~ bill qualifies for arbitration and send the notices
27 required under this subsection.

28 (c) If the health insurer, HEALTH CARE SERVICES ORGANIZATION or
29 health care provider or its billing company fails to respond within the
30 time frame specified in subdivision (a) of this paragraph to a department
31 request for information, the department shall deem the request for
32 arbitration as eligible for arbitration. If the enrollee fails to respond
33 within the time frame specified in subdivision (a) of this paragraph, the
34 request for arbitration OF A SURPRISE OUT-OF-NETWORK BILL is denied.

35 D. The determination by the department of whether a surprise
36 out-of-network bill OR BALANCE BILL qualifies for arbitration is a final
37 and binding decision with no right of appeal to the department. The
38 department's determination is solely an administrative remedy and does not
39 bar any private right or cause of action for or on behalf of any enrollee,
40 HEALTH CARE provider or other person. The court shall decide the matter,
41 including any interpretation of statute or rule, without deference to any
42 previous determination that may have been made on the question by the
43 department.

44 E. In an effort to settle the surprise out-of-network bill OR
45 BALANCE BILL before arbitration, the department shall arrange an informal

1 settlement teleconference within thirty days after the department sends
2 the notices required by this section. The department is not a party to
3 and may not participate in the informal settlement teleconference. As
4 part of the settlement teleconference FOR A SURPRISE OUT-OF-NETWORK BILL
5 the health insurer shall provide to the parties the enrollee's cost
6 sharing requirements under the enrollee's health plan based on the
7 adjudicated claim. The HEALTH insurer OR HEALTH CARE SERVICES
8 ORGANIZATION shall notify the department whether the informal settlement
9 teleconference resulted in settlement of the disputed surprise
10 out-of-network bill OR BALANCE BILL and, if settlement was reached, notify
11 the department of the terms of the settlement within seven days.

12 F. If after proper notice from the department or contracted entity
13 either the health insurer OR HEALTH CARE SERVICES ORGANIZATION or health
14 care provider or the provider's representative fails to participate in the
15 teleconference, the other party may notify the department to immediately
16 initiate arbitration and the nonparticipating party shall be required to
17 pay the total cost of the arbitration.

18 G. On receipt of notice that the dispute has not settled or that a
19 party has failed to participate in the teleconference, the department
20 shall appoint an arbitrator and shall notify the parties of the
21 arbitration and the appointed arbitrator. The department's notice shall
22 specify whether one party is responsible for the total cost of the
23 arbitration pursuant to subsection F of this section. The health insurer
24 OR HEALTH CARE SERVICES ORGANIZATION and health care provider must agree
25 on the arbitrator and may mutually agree to use an arbitrator who is not
26 on the department's list. If either the health insurer OR HEALTH CARE
27 SERVICES ORGANIZATION or health care provider objects to the arbitrator,
28 and the parties are unable to agree on a mutually acceptable alternative
29 arbitrator, the department or contracted entity shall randomly assign
30 three arbitrators. The health insurer OR HEALTH CARE SERVICES
31 ORGANIZATION and the health care provider shall each strike one
32 arbitrator, and the last arbitrator shall conduct the arbitration unless
33 there are two arbitrators remaining, in which case the department or
34 contracted entity shall randomly assign the arbitrator.

35 H. Before the arbitration OF A SURPRISE OUT-OF-NETWORK BILL:

36 1. The enrollee shall pay or make arrangements in writing to pay
37 the health care provider the total amount of the enrollee's cost sharing
38 requirements that is due for the health care services that are the subject
39 of the surprise out-of-network bill as stated by the health insurer in the
40 settlement teleconference.

41 2. The enrollee shall pay any amount that has been received by the
42 enrollee from the enrollee's health insurer as payment for the
43 out-of-network health care services that were provided by the health care
44 provider.

1 3. If a health insurer pays for out-of-network health care services
2 directly to a health care provider, the health insurer that has not
3 remitted its payment for the out-of-network health care services shall
4 remit the amount due to the health care provider.

5 I. Arbitration of any surprise out-of-network bill OR BALANCE BILL
6 shall be conducted telephonically unless otherwise agreed by all of the
7 required participants.

8 J. Arbitration of the surprise out-of-network bill shall take place
9 with or without the enrollee's participation.

10 K. AN ENROLLEE IS NOT A PARTY TO ANY BALANCE BILL DISPUTE BETWEEN A
11 HEALTH CARE SERVICES ORGANIZATION AND A HEALTH CARE PROVIDER. BOTH THE
12 HEALTH CARE SERVICES ORGANIZATION AND THE HEALTH CARE PROVIDER SHALL HOLD
13 THE ENROLLEE HARMLESS FOR THE BALANCE BILL AMOUNT.

14 ~~K.~~ L. The arbitrator shall determine the amount the health care
15 provider is entitled to receive as payment for the health care services.
16 The arbitrator shall allow each party to provide information the
17 arbitrator reasonably determines to be relevant in evaluating the surprise
18 out-of-network bill OR BALANCE BILL, including the following information:

19 1. The average contracted amount that the health insurer OR HEALTH
20 CARE SERVICES ORGANIZATION pays for the health care services at issue in
21 the county where the health care services were performed.

22 2. The average amount that the health care provider has contracted
23 to accept for services were performed.

24 3. The amount that medicare and medicaid pay for the health care
25 services at issue.

26 4. The health care provider's direct pay rate for the health care
27 services at issue, if any, under section 32-3216.

28 5. Any information that would be evaluated in determining whether a
29 fee is reasonable under title 32 and not excessive for the health care
30 services at issue, including the usual and customary charges for the
31 health care services at issue performed by a health care provider in the
32 same or similar specialty and provided in the same geographic area.

33 6. Any other reliable databases or sources of information on the
34 amount paid for the health care services at issue in the county where the
35 services were performed.

36 ~~L.~~ M. Except on the agreement of the parties participating in the
37 arbitration, the arbitration shall be conducted within one hundred twenty
38 days after the department's notice of arbitration.

39 ~~M.~~ N. Except on the agreement of the parties participating in the
40 arbitration, the arbitration may not last more than four hours.

41 ~~N.~~ O. The arbitrator shall issue a final written decision within
42 ten business days following the arbitration hearing. The arbitrator shall
43 provide a copy of the decision to ~~the enrollee,~~ the health insurer and the
44 health care provider or its billing company or authorized representative,

1 AND IF THE DISPUTE IS RELATED TO A SURPRISE OUT-OF-NETWORK BILL, PROVIDE A
2 COPY TO THE ENROLLEE.

3 ~~P.~~ P. All pricing information provided by health insurers, HEALTH
4 CARE SERVICES ORGANIZATIONS and health care providers in connection with
5 the arbitration of a surprise out-of-network bill OR BALANCE BILL is
6 confidential and may not be disclosed by the arbitrator or any other party
7 participating in the arbitration or used by anyone, other than the
8 providing party, for any purpose other than to resolve the surprise
9 out-of-network bill.

10 ~~P.~~ Q. All information received by the department or contracted
11 entity in connection with an arbitration is confidential and may not be
12 disclosed by the department or contracted entity to any person other than
13 the arbitrator.

14 ~~P.~~ R. A claim that is the subject of an arbitration request is not
15 subject to article 1 of this chapter during the pendency of the
16 arbitration. IF NOT ALREADY PAID, a health insurer OR HEALTH CARE
17 SERVICES ORGANIZATION shall remit its portion of the payment resulting
18 from the informal settlement teleconference or the amount awarded by the
19 arbitrator within thirty days after resolution of the claim. IF THE
20 HEALTH CARE SERVICES ORGANIZATION HAS ALREADY PAID THE HEALTH CARE
21 PROVIDER MORE THAN THE AMOUNT AWARDED, THE HEALTH CARE PROVIDER SHALL
22 REFUND ANY OVERPAYMENT WITHIN THIRTY DAYS AFTER RESOLUTION OF THE CLAIM.

23 ~~R.~~ S. A claim that is reprocessed by ~~an~~ A HEALTH insurer OR HEALTH
24 CARE SERVICES ORGANIZATION as a result of a settlement, arbitration
25 decision or other action under this article is not in violation of section
26 20-3102, subsection L.

27 ~~S.~~ T. Notwithstanding any informal settlement or the arbitrator's
28 decision under this article, the enrollee is responsible for only the
29 amount of the enrollee's cost sharing requirements and any amount received
30 by the enrollee from the enrollee's health insurer as payment for the
31 out-of-network health care services that were provided by the health care
32 provider, and the health care provider may not issue, either directly or
33 through its billing company, any additional balance bill to the enrollee
34 related to the health care service that was the subject of the informal
35 settlement teleconference or arbitration.

36 ~~T.~~ U. Unless all the parties otherwise agree or unless required by
37 subsection F of this section, the health insurer OR HEALTH CARE SERVICES
38 ORGANIZATION and the health care provider shall share the costs of the
39 arbitration equally, and the enrollee is not responsible for any portion
40 of the cost of the arbitration. The health insurer OR HEALTH CARE
41 SERVICES ORGANIZATION and health care provider shall make payment
42 arrangements with the arbitrator for their respective share of the costs
43 of the arbitration.

1 Sec. 8. Title 20, chapter 20, article 2, Arizona Revised Statutes,
2 is amended by adding section 20-3120, to read:

3 20-3120. Self-funded and self-insured employee benefit plans;
4 voluntary compliance; fee

5 AN ENTITY THAT ADMINISTERS A SELF-FUNDED OR SELF-INSURED EMPLOYEE
6 BENEFIT PLAN THAT IS OTHERWISE PREEMPTED FROM STATE REGULATION BY THE
7 EMPLOYEE RETIREMENT INCOME SECURITY ACT OF 1974 (P.L. 93-406; 88 STAT.
8 829; 29 UNITED STATES CODE SECTION 1144(b)) MAY ENTER INTO A WRITTEN
9 AGREEMENT WITH THE DEPARTMENT IN WHICH THE ENTITY AGREES TO COMPLY WITH
10 THE REQUIREMENTS PRESCRIBED IN THIS ARTICLE AND THE DEPARTMENT AGREES TO
11 ALLOW THE PLAN'S ENROLLEES TO PARTICIPATE IN THE DISPUTE RESOLUTION AND
12 ARBITRATION PROCEEDINGS PRESCRIBED IN THIS ARTICLE. THE DEPARTMENT MAY
13 CHARGE THE ENTITY A FEE FOR ENTERING INTO A WRITTEN AGREEMENT PURSUANT TO
14 THIS SECTION IN AN AMOUNT TO BE DETERMINED BY THE DIRECTOR.

15 Sec. 9. Intent

16 The legislature intends that the fee the department of insurance and
17 financial institutions charges pursuant to section 20-3120, Arizona
18 Revised Statutes, as added by this act, cover the costs of administering
19 the dispute resolution and arbitration proceedings prescribed in title 20,
20 chapter 20, article 2, Arizona Revised Statutes, as amended by this act,
21 for entities that administer self-funded or self-insured employee benefit
22 plans that are otherwise preempted from state regulation by the employee
23 retirement income security act of 1974 (P.L. 93-406; 88 Stat. 829; 29
24 United States Code section 1144(b)) and that choose to participate in the
25 dispute resolution and arbitration proceedings prescribed in title 20,
26 chapter 20, article 2, Arizona Revised Statutes, as amended by this act.