

House Engrossed

claims; prior authorization; denials; contact

State of Arizona
House of Representatives
Fifty-seventh Legislature
First Regular Session
2025

HOUSE BILL 2130

AN ACT

AMENDING TITLE 20, CHAPTER 20, ARTICLE 1, ARIZONA REVISED STATUTES, BY
ADDING SECTION 20-3103; RELATING TO TIMELY PAYMENT OF HEALTH CARE
INSURANCE CLAIMS.

(TEXT OF BILL BEGINS ON NEXT PAGE)

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

2 Section 1. Title 20, chapter 20, article 1, Arizona Revised
3 Statutes, is amended by adding section 20-3103, to read:

4 20-3103. Health care insurer; claims and prior authorization
5 denials; contact person

6 IF A HEALTH CARE INSURER DENIES A CLAIM OR A PRIOR AUTHORIZATION FOR
7 ANY REASON, THE HEALTH CARE INSURER SHALL PROVIDE BOTH OF THE FOLLOWING:

8 1. A TELEPHONE NUMBER OR EMAIL ADDRESS TO REACH AN INDIVIDUAL OR A
9 DEPARTMENT THAT CAN PROVIDE A DETAILED EXPLANATION AND ADDRESS QUESTIONS
10 AS TO WHY THE CLAIM OR PRIOR AUTHORIZATION WAS DENIED.

11 2. A SUBSTANTIVE RESPONSE TO QUESTIONS ABOUT WHY THE CLAIM OR PRIOR
12 AUTHORIZATION WAS DENIED WITHIN TWO BUSINESS DAYS AFTER RECEIPT OF THE
13 QUESTIONS.

14 Sec. 2. Effective date

15 Section 20-3103, Arizona Revised Statutes, as added by this act, is
16 effective from and after June 30, 2026.