

REFERENCE TITLE: utilization review; health care appeals

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

## **HB 2900**

Introduced by  
Representatives Austin: Abeytia, Aguilar, Blattman, Crews, Garcia,  
Sandoval

AN ACT

AMENDING SECTIONS 20-2535, 20-2536 AND 20-2537, ARIZONA REVISED STATUTES;  
RELATING TO HEALTH CARE APPEALS.

(TEXT OF BILL BEGINS ON NEXT PAGE)

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

2 Section 1. Section 20-2535, Arizona Revised Statutes, is amended to  
3 read:

4 20-2535. Initial appeal

5 A. Any member who receives an adverse determination and who does  
6 not qualify for an expedited medical review pursuant to section 20-2534  
7 may request, either orally or in writing, an initial appeal of that denial  
8 by notifying the person described in section 20-2533, subsection H,  
9 paragraph 3. After the denial, the member has up to two years to request  
10 an initial appeal.

11 B. THE UTILIZATION REVIEW AGENT SHALL SEND A WRITTEN ACKNOWLEDGMENT  
12 TO THE MEMBER AND THE MEMBER'S TREATING PROVIDER WITHIN FIVE BUSINESS DAYS  
13 AFTER THE UTILIZATION REVIEW AGENT RECEIVES THE REQUEST FOR INITIAL  
14 APPEAL.

15 ~~B.~~ C. The utilization review agent may request any pertinent  
16 medical records pursuant to title 12, chapter 13, article 7.1 that are  
17 necessary for the initial appeal.

18 ~~C.~~ D. If the member's appeal involves an issue of medical  
19 necessity or appropriateness, including health care setting, level of care  
20 or effectiveness of a covered benefit, or is experimental or  
21 investigational under the coverage document and not whether the service is  
22 covered, the utilization review agent shall select a provider to review  
23 the appeal and render a determination based on the utilization review  
24 plan. For the purposes of this subsection:

25 1. "Advanced practice registered nurse" means any of the following  
26 as defined in section 32-1601:

- 27 (a) A certified nurse midwife.
- 28 (b) A certified registered nurse anesthetist.
- 29 (c) A clinical nurse specialist.
- 30 (d) A registered nurse practitioner.

31 2. "Provider" means either of the following:

32 (a) A physician or other health care professional who is licensed  
33 pursuant to title 32, chapter 7, 8, 11, 13, 14, 16, 17, 19, 19.1 or 29 or  
34 an advanced practice registered nurse who is licensed pursuant to title  
35 32, chapter 15, who is qualified in a similar scope of practice as a  
36 physician or other health care professional licensed pursuant to title 32,  
37 chapter 7, 8, 11, 13, 14, 16, 17, 19, 19.1 or 29 or an advanced practice  
38 registered nurse who is licensed pursuant to title 32, chapter 15 and who  
39 is employed or under contract with the utilization review agent.

40 (b) An out-of-state physician or other health care professional who  
41 is licensed in another state and who is not licensed in this state, who is  
42 employed or under contract with the utilization review agent and who  
43 either is qualified in a similar scope of practice as a physician or other  
44 health care professional licensed pursuant to title 32, chapter 7, 8, 11,  
45 13, 14, 16, 17, 19, 19.1 or 29 or an advanced practice registered nurse

1 who is licensed pursuant to title 32, chapter 15 or who typically manages  
2 the medical condition under appeal.

3 ~~D.~~ E. Within the time frames prescribed in section 20-2533,  
4 subsections C and D, the utilization review agent shall send to the member  
5 and the member's treating provider a notice of the utilization review  
6 agent's determination and the basis, criteria used, clinical reasons and  
7 rationale for that determination.

8 ~~E.~~ F. At any time during the initial appeal process, the  
9 utilization review agent may submit a request to the director to initiate  
10 an external independent review process pursuant to section 20-2537. At  
11 the same time that the utilization review agent submits the request to the  
12 director, the utilization review agent shall also render a written  
13 determination and shall send the written determination, including the  
14 basis, criteria used, clinical reasons and rationale for that  
15 determination and any references to supporting documentation, to the  
16 member, the member's treating provider and the director.

17 ~~F.~~ G. If the utilization review agent does not submit a request to  
18 the director pursuant to subsection ~~E~~ F of this section and at the  
19 conclusion of the initial appeal process the utilization review agent  
20 denies the covered service or the claim for the covered service, the  
21 utilization review agent shall provide the member and the treating  
22 provider with a written statement of the agent's decision and the basis,  
23 criteria used, clinical reasons and rationale for that determination,  
24 including any references to any supporting documentation. The  
25 determination shall include a notice of the option to proceed to the  
26 voluntary internal appeal process pursuant to section 20-2536 for a group  
27 health plan or grandfathered individual plan for which the health care  
28 insurer elected to have a voluntary internal appeal level of review or to  
29 an external independent review pursuant to section 20-2537 if the health  
30 care insurer has only one internal level of review.

31 ~~G.~~ H. If the utilization review agent concludes that the covered  
32 service should be provided or the claim for a covered service should be  
33 paid, the health care insurer is bound by the utilization review agent's  
34 determination.

35 Sec. 2. Section 20-2536, Arizona Revised Statutes, is amended to  
36 read:

37 20-2536. Voluntary internal appeal

38 A. For a group health plan, or a grandfathered individual plan, if  
39 a health care insurer elects to include as part of its internal review  
40 levels a voluntary internal appeal level after any applicable initial  
41 appeal pursuant to section 20-2535 and the utilization review agent denies  
42 the member's initial request, the member may appeal that adverse  
43 determination to the voluntary internal appeal level. The member shall  
44 send a written appeal to the utilization review agent within sixty days  
45 after receipt of the adverse determination.

1           B. THE UTILIZATION REVIEW AGENT SHALL SEND A WRITTEN ACKNOWLEDGMENT  
2 TO THE MEMBER AND THE MEMBER'S TREATING PROVIDER WITHIN FIVE BUSINESS DAYS  
3 AFTER THE AGENT RECEIVES THE VOLUNTARY INTERNAL APPEAL.

4           ~~B.~~ C. The member or the member's treating provider shall submit to  
5 the utilization review agent with the written voluntary internal appeal  
6 any material justification or documentation to support the member's  
7 request for the service or claim for a service.

8           ~~C.~~ D. If the member's appeal involves an issue of medical  
9 necessity or appropriateness, including health care setting, level of care  
10 or effectiveness of a covered benefit, or is experimental or  
11 investigational under the coverage document and not whether the service is  
12 covered, the utilization review agent shall select a provider to review  
13 the appeal and render a determination based on the utilization review plan  
14 adopted by the utilization review agent. For the purposes of this  
15 subsection:

16           1. "Advanced practice registered nurse" means any of the following  
17 as defined in section 32-1601:

- 18           (a) A certified nurse midwife.  
19           (b) A certified registered nurse anesthetist.  
20           (c) A clinical nurse specialist.  
21           (d) A registered nurse practitioner.

22           2. "Provider" means either of the following:

23           (a) A physician or other health care professional who is licensed  
24 pursuant to title 32, chapter 7, 8, 11, 13, 14, 16, 17, 19, 19.1 or 29 or  
25 an advanced practice registered nurse who is licensed pursuant to title  
26 32, chapter 15, who is qualified in a similar scope of practice as a  
27 physician or other health care professional licensed pursuant to title 32,  
28 chapter 7, 8, 11, 13, 14, 16, 17, 19, 19.1 or 29 or an advanced practice  
29 registered nurse who is licensed pursuant to title 32, chapter 15 and who  
30 is employed or under contract with the utilization review agent.

31           (b) An out-of-state physician or other health care professional who  
32 is licensed in another state and who is not licensed in this state, who is  
33 employed or under contract with the utilization review agent and who  
34 either is qualified in a similar scope of practice as a physician or other  
35 health care professional Licensed pursuant to title 32, chapter 7, 8, 11,  
36 13, 14, 16, 17, 19, 19.1 or 29 or an advanced practice registered nurse  
37 who is licensed pursuant to title 32, chapter 15 or who typically manages  
38 the medical condition under appeal.

39           ~~D.~~ E. Except as provided in subsection ~~E~~ F of this section, the  
40 utilization review agent shall send to the member and the member's  
41 treating provider a notice of the utilization review agent's determination  
42 and the basis, criteria used, clinical reasons and rationale for that  
43 determination within the time frames prescribed in section 20-2533,  
44 subsection D.

1 ~~F.~~ F. At any time during the voluntary internal appeal process,  
 2 the utilization review agent may request an external independent review  
 3 process pursuant to section 20-2537. If the utilization review agent  
 4 initiates the external independent review process, the utilization review  
 5 agent does not have to comply with subsection ~~F~~ E of this section.

6 ~~F.~~ G. If at the conclusion of the voluntary internal appeal  
 7 process the utilization review agent denies the appeal and the utilization  
 8 review agent does not initiate the external independent review process,  
 9 the utilization review agent shall provide the member with notice of the  
 10 option to proceed to an external independent review pursuant to section  
 11 20-2537.

12 ~~G.~~ H. If the utilization review agent concludes that the covered  
 13 service should be provided or the claim for a covered service should be  
 14 paid, the health care insurer is bound by the utilization review agent's  
 15 determination.

16 Sec. 3. Section 20-2537, Arizona Revised Statutes, is amended to  
 17 read:

18 20-2537. External independent review: expedited external  
 19 independent review

20 A. If the utilization review agent denies the member's request for  
 21 a covered service or claim for a covered service at all applicable  
 22 internal levels of review or if the member has exhausted the health care  
 23 insurer's internal levels of review pursuant to section 20-2533,  
 24 subsection F, the member may initiate an external independent review.

25 B. Except as provided in subsection N of this section, a member may  
 26 initiate an external independent review within four months after the  
 27 member receives written notice by the utilization review agent of an  
 28 adverse determination made pursuant to section 20-2534 or 20-2536 by  
 29 sending to the utilization review agent a written request for an external  
 30 independent review, including any material justification or documentation  
 31 to support the member's request for the covered service or claim for a  
 32 covered service.

33 C. Except as provided in subsection N of this section, within five  
 34 business days after the utilization review agent receives a request for an  
 35 external independent review from the member pursuant to subsection B of  
 36 this section or the director pursuant to subsection J of this section, or  
 37 if the utilization review agent initiates an external independent review  
 38 pursuant to section 20-2536, subsection ~~F~~ G, the utilization review agent  
 39 shall:

40 1. Send a written acknowledgment to the director, the member, the  
 41 member's treating provider and the health care insurer. The  
 42 acknowledgement shall include notice to the member that the member has  
 43 five business days after receiving the notice to submit additional written  
 44 evidence to the department for consideration by the assigned independent  
 45 review organization.

1           2. Forward to the director the request for review, the terms of  
2 agreement in the member's policy, evidence of coverage or a similar  
3 document and all medical records and supporting documentation used to  
4 render the determination pertaining to the member's case, a summary  
5 description of the applicable issues including a statement of the  
6 utilization review agent's determination, the basis, criteria used,  
7 clinical reasons and rationale for that determination, the relevant  
8 portions of the utilization review agent's utilization review plan and the  
9 name and credentials of the licensed health care provider who reviewed the  
10 case as required by section 20-2533, subsection L.

11           D. Except as provided in subsection N of this section, within five  
12 days after the director receives all of the information prescribed in  
13 subsection C, paragraph 2 of this section and if the case involves an  
14 issue of medical necessity or appropriateness, including health care  
15 setting, level of care or effectiveness of a covered benefit, or is  
16 experimental or investigational under the coverage document, the director  
17 shall choose an independent review organization procured pursuant to  
18 section 20-2538 and forward to the organization all of the information  
19 required by subsection C, paragraph 2 of this section.

20           E. Within one business day after the director receives additional  
21 written evidence submitted by the member pursuant to subsection C,  
22 paragraph 1 of this section, the director shall provide a copy of the  
23 evidence to the health care insurer and the independent review  
24 organization. The independent review organization shall consider the  
25 evidence in making its determination and in its discretion may consider  
26 evidence submitted after five business days.

27           F. Except as provided in subsection N of this section, for cases  
28 involving an issue of medical necessity or appropriateness, including  
29 health care setting, level of care or effectiveness of a covered benefit,  
30 or is experimental or investigational under the coverage document, within  
31 twenty-one days after the date of receiving a case for independent review  
32 from the director, the independent review organization shall evaluate and  
33 analyze the case and, based on all information required under subsection  
34 C, paragraph 2 of this section, render a determination that is consistent  
35 with the utilization review plan on whether or not the service or claim  
36 for the service is medically necessary or appropriate, including health  
37 care setting, level of care or effectiveness of a covered benefit, or is  
38 experimental or investigational and send the determination to the  
39 director.

40           G. The independent review organization's determination pursuant to  
41 subsection F of this section shall be consistent with the utilization  
42 review plan and in accordance with the following:

43           1. The independent review organization reviewer shall consider the  
44 following information in rendering a determination, as appropriate and  
45 available under the circumstances:

- 1 (a) The member's pertinent medical records.
- 2 (b) The treating provider's recommendation.
- 3 (c) Any consulting report from a health care professional.
- 4 (d) Any document submitted by a health care insurer or member.
- 5 (e) For claims or requests for services denied for reasons other
- 6 than as experimental or investigational, the independent review
- 7 organization shall also consider:
  - 8 (i) The most appropriate practice guidelines, which shall include
  - 9 applicable evidence-based standards and may include any other practice
  - 10 guidelines developed by the federal government, national or professional
  - 11 medical societies, boards and associations.
  - 12 (ii) Any applicable clinical review criteria developed and used by
  - 13 the health carrier or its designee utilization review organization.
  - 14 (iii) The opinion of the independent review organization's clinical
  - 15 reviewer or reviewers after considering subdivisions (a) through (d) and
  - 16 subdivision (e), items (i) and (ii) of this paragraph to the extent the
  - 17 information or documents are available and the clinical reviewer or
  - 18 reviewers consider appropriate.
- 19 (f) For claims or requests for services denied as experimental or
- 20 investigational, the independent review organization shall also consider
- 21 the terms of coverage under the member's policy with the health care
- 22 insurer to ensure that except for a health care insurer's determination
- 23 for an experimental or investigational service, the reviewer's opinion is
- 24 not contrary to the terms of coverage and any of the following:
  - 25 (i) Whether the service has been approved by the United States food
  - 26 and drug administration for the condition.
  - 27 (ii) Whether the medical or scientific evidence or evidence-based
  - 28 standards demonstrate that the expected benefit of the service is more
  - 29 likely than not to be beneficial to the member than any available standard
  - 30 service and that any adverse risk is not substantially increased over
  - 31 adverse risks of available standard services.
- 32 2. The independent review organization reviewer's written
- 33 determination shall include:
  - 34 (a) A description of the covered person's medical condition.
  - 35 (b) A description of the indicators relevant to determining whether
  - 36 there is sufficient evidence to demonstrate that the expected benefit of
  - 37 the service is more likely than not to be beneficial to the member than
  - 38 any available standard service and that any adverse risk is not
  - 39 substantially increased over adverse risks of available standard services.
  - 40 (c) A description and analysis of any medical or scientific
  - 41 evidence considered in reaching the determination.
  - 42 (d) A description and analysis of any evidence-based standard.
  - 43 (e) Information on whether the reviewer's rationale for the
  - 44 determination is based on paragraph 1, subdivision (e), items (i) and (ii)
  - 45 of this subsection.

1           H. Within five business days after receiving a notice of  
2 determination from the independent review organization, the director shall  
3 send notice of the determination to the utilization review agent, the  
4 health care insurer, the member and the member's treating provider. The  
5 determination is a final administrative decision pursuant to title 41,  
6 chapter 6, article 10 and is subject to judicial review pursuant to title  
7 12, chapter 7, article 6. The health care insurer shall provide any  
8 service or pay any claim determined to be covered and medically necessary  
9 by the independent review organization for a case under review without  
10 delay regardless of whether judicial review is sought.

11           I. Except as provided in subsection N of this section, for cases  
12 involving an issue of coverage, within fifteen business days after receipt  
13 of all of the information prescribed in subsection C, paragraph 2 of this  
14 section from the utilization review agent, the director shall determine if  
15 the service or claim is or is not covered and if the adverse determination  
16 made pursuant to section 20-2536 conforms to the utilization review  
17 agent's utilization review plan and this article and shall send a notice  
18 of determination to the utilization review agent, the health care insurer,  
19 the member and the member's treating provider.

20           J. If the director finds that the case involves a medical issue or  
21 is unable to determine issues of coverage, the director shall submit the  
22 member's case to the external independent review organization in  
23 accordance with subsections F and N of this section.

24           K. After a determination is made pursuant to subsection F, I, J or  
25 N of this section, the appeals and administrative processes are completed  
26 and the department's role is ended, except:

27           1. To transmit, when necessary, a record of the proceedings to  
28 superior court or to the office of administrative hearings.

29           2. To issue a final administrative decision pursuant to section  
30 41-1092.08.

31           L. Except as provided in subsection N of this section, on written  
32 request by the independent review organization, the member or the  
33 utilization review agent, the director may extend the twenty-one day time  
34 period prescribed in subsection F of this section for up to an additional  
35 ten days if the requesting party demonstrates good cause for an extension.

36           M. A determination made by the director or an independent review  
37 organization pursuant to this section is admissible in proceedings  
38 involving a health care insurer or utilization review agent.

39           N. If the utilization review agent denies the member's request for  
40 a covered service or claim for a covered service at the expedited medical  
41 review level presented and resolved pursuant to section 20-2534,  
42 subsections A and E, denies a health care service for which the member  
43 received emergency services but has not been discharged or denies, reduces  
44 or terminates coverage for a member's admission, the availability of care,  
45 a continued stay for a course of treatment before the end of the period of



1 time or number of treatments recommended by the treating provider, or if a  
2 member exhausted or the health care insurer has waived the health care  
3 insurer's internal levels of review pursuant to section 20-2533,  
4 subsections F and G, the member may initiate an expedited external  
5 independent review in accordance with the following:

6 1. Within four months after the member receives written notice by  
7 the utilization review agent of the adverse determination made pursuant to  
8 section 20-2534, if the member decides to initiate an external independent  
9 review, the member shall send to the utilization review agent a written  
10 request for an expedited external independent review, including any  
11 material justification or documentation to support the member's request  
12 for the covered service or claim for a covered service. For an adverse  
13 determination involving an experimental or investigational service, a  
14 member may make an oral request if the member's treating physician  
15 certifies in writing that the recommended service or treatment would be  
16 significantly less effective if not promptly initiated.

17 2. Within one business day after the utilization review agent  
18 receives a request for an expedited external independent review from the  
19 member pursuant to this subsection or if the utilization review agent  
20 initiates an expedited external independent review pursuant to section  
21 20-2534, subsection D, the utilization review agent shall:

22 (a) Send a written acknowledgment to the director, the member, the  
23 member's treating provider and the health care insurer.

24 (b) Forward to the director the request for an expedited  
25 independent external review, the terms of agreement in the member's  
26 policy, evidence of coverage or a similar document and all medical records  
27 and supporting documentation used to render the determination pertaining  
28 to the member's case, a summary description of the applicable issues  
29 including a statement of the utilization review agent's determination, the  
30 basis, criteria used clinical reasons and rationale for that  
31 determination, the relevant portions of the utilization review agent's  
32 utilization review plan and the name and credentials of the licensed  
33 health care provider who reviewed the case as required by section 20-2534,  
34 subsection B.

35 3. Within two business days after the director receives all of the  
36 information prescribed in this subsection and if the case involves an  
37 issue of medical necessity or appropriateness, including health care  
38 setting, level of care or effectiveness of a covered benefit, or is  
39 experimental or investigational, the director shall choose an independent  
40 review organization procured pursuant to section 20-2538 and forward to  
41 the organization all of the information required by this subsection.

42 4. For cases involving an issue of medical necessity or  
43 appropriateness, including health care setting, level of care or  
44 effectiveness of a covered benefit, or is experimental or investigational,  
45 within seventy-two hours from the date of receiving a case for expedited

1 external independent review from the director, the independent review  
2 organization shall evaluate and analyze the case and, based on all  
3 information required under subsection C, paragraph 2 of this section,  
4 render a determination that is consistent with the utilization review plan  
5 on whether or not the service or claim for the service is medically  
6 necessary or appropriate, including health care setting, level of care or  
7 effectiveness of a covered benefit, or is experimental or investigational  
8 and send the determination to the director. Within one business day after  
9 receiving a notice of determination from the independent review  
10 organization, the director shall send a notice of the determination to the  
11 utilization review agent, the health care insurer, the member and the  
12 member's treating provider. The determination by the independent review  
13 organization is a final administrative decision pursuant to title 41,  
14 chapter 6, article 10 and, except as provided in section 41-1092.08,  
15 subsection H, is subject to judicial review pursuant to title 12, chapter  
16 7, article 6. The health care insurer shall provide any service or pay  
17 any claim determined to be covered and medically necessary by the  
18 independent review organization for the case under review regardless of  
19 whether judicial review is sought.

20 5. For cases involving an issue of coverage, within two business  
21 days after receipt of all of the information prescribed in subsection C of  
22 this section from the utilization review agent, the director shall  
23 determine if the service or claim is or is not covered and if the adverse  
24 determination made pursuant to section 20-2534 conforms to the utilization  
25 review agent's utilization review plan and this article and shall send a  
26 notice of determination to the utilization review agent, the health care  
27 insurer, the member and the member's treating provider.

28 O. Notwithstanding title 41, chapter 6, article 10 and section  
29 12-908, if a party to a decision issued under this section seeks further  
30 administrative review, the department shall not be a party to the action  
31 unless the department files a motion to intervene in the action.

32 P. The independent review organization, the director or the office  
33 of administrative hearings may not order the health care insurer to  
34 provide a service or to pay a claim for a benefit or service that is  
35 excluded from coverage by the contract.

36 Q. The health care insurer shall provide any service or pay any  
37 claim determined in a final administrative decision to be covered and  
38 medically necessary for the case under review regardless of whether  
39 judicial review is sought. Any proceedings before the office of  
40 administrative hearings that involve an expedited external independent  
41 review and that are subject to subsection N of this section shall be  
42 promptly instituted and completed.