
SENATE BILL No. 469

DIGEST OF INTRODUCED BILL

Citations Affected: IC 27-13.

Synopsis: Dental limited service health maintenance organizations. Requires a limited service health maintenance organization that provides dental care services (LSHMO) to appoint a dental director licensed in Indiana. Provides that the dental director is responsible for oversight of policies, procedures, quality assurance, credentialing, and utilization management decisions with input from participating providers. Requires the department of insurance to establish a dental advisory committee for recommendations regarding dental care services issues. Requires the department of insurance to classify complaints regarding an LSHMO and provide the information to the public. Requires an LSHMO to provide a point-of-service product beginning July 1, 2001.

Effective: July 1, 2000.

Johnson

January 10, 2000, read first time and referred to Committee on Health and Provider Services.

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Second Regular Session 111th General Assembly (2000)

PRINTING CODE. Amendments: Whenever an existing statute (or a section of the Indiana Constitution) is being amended, the text of the existing provision will appear in this style type, additions will appear in **this style type**, and deletions will appear in ~~this style type~~.

Additions: Whenever a new statutory provision is being enacted (or a new constitutional provision adopted), the text of the new provision will appear in **this style type**. Also, the word **NEW** will appear in that style type in the introductory clause of each SECTION that adds a new provision to the Indiana Code or the Indiana Constitution.

Conflict reconciliation: Text in a statute in *this style type* or ~~this style type~~ reconciles conflicts between statutes enacted by the 1999 General Assembly.

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SENATE BILL No. 469



A BILL FOR AN ACT to amend the Indiana Code concerning insurance.

Be it enacted by the General Assembly of the State of Indiana:

1 SECTION 1. IC 27-13-34-24 IS ADDED TO THE INDIANA
2 CODE AS A **NEW** SECTION TO READ AS FOLLOWS
3 [EFFECTIVE JULY 1, 2000]: **Sec. 24. (a) A limited service health**
4 **maintenance organization that provides dental care services shall**
5 **appoint a dental director who has an unlimited license to practice**
6 **dentistry under IC 25-14.**

7 (b) **The dental director is responsible for oversight of treatment**
8 **policies, protocols, quality assurance activities, credentialing of**
9 **participating providers, and utilization management decisions of**
10 **the limited service health maintenance organization.**

11 (c) **A limited service health maintenance organization that**
12 **provides dental care services shall contract with or employ at least**
13 **one (1) individual who holds an unlimited license to practice**
14 **dentistry under IC 25-14 to do the following:**

15 (1) **Develop, in consultation with a group of appropriate**
16 **providers, the limited service health maintenance**
17 **organization's treatment policies, protocols, and quality**



1 assurance activities.

2 (2) Consult with the treating provider before an adverse
3 utilization review decision is made.

4 (d) A limited service health maintenance organization that
5 provides dental care services shall provide participating providers
6 with an opportunity to comment on treatment policies, protocols,
7 quality assurance activities, credentialing policies and procedures,
8 and utilization management policies and procedures.

9 SECTION 2. IC 27-13-34-25 IS ADDED TO THE INDIANA
10 CODE AS A NEW SECTION TO READ AS FOLLOWS
11 [EFFECTIVE JULY 1, 2000]: **Sec. 25. (a) The department shall**
12 **establish an advisory committee to provide clinical advice and**
13 **recommendations to the department regarding issues related to**
14 **limited service health maintenance organizations that provide**
15 **dental care services.**

16 (b) The commissioner shall appoint members of the advisory
17 committee established under subsection (a) as follows:

18 (1) Two (2) dentists who are dental directors of a limited
19 service health maintenance organization that provides dental
20 care services, or the appointed dental directors' designees.

21 (2) Two (2) general dentists.

22 (3) The dental director of the state department of health.

23 (c) The members appointed under subsection (b) serve at the
24 pleasure of the commissioner and serve on a voluntary basis.

25 (d) The advisory committee established under subsection (a)
26 shall meet at the call of the commissioner.

27 SECTION 3. IC 27-13-34-26 IS ADDED TO THE INDIANA
28 CODE AS A NEW SECTION TO READ AS FOLLOWS
29 [EFFECTIVE JULY 1, 2000]: **Sec. 26. (a) The department shall**
30 **maintain records concerning complaints filed against a limited**
31 **service health maintenance organization that provides dental care**
32 **services.**

33 (b) The department shall classify complaints filed under
34 subsection (a) according to the source of the complaint and the
35 following categories:

36 (1) Denial of care or treatment.

37 (2) Denial of a diagnostic procedure.

38 (3) Denial of a requested referral.

39 (4) Sufficient choice and accessibility of participating
40 providers.

41 (5) Underwriting.

42 (6) Marketing and sales.



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- 1 **(7) Claims and utilization review.**
- 2 **(8) Member services.**
- 3 **(9) Provider relations.**
- 4 **(10) Miscellaneous.**
- 5 **(c) The department shall classify the disposition of complaints**
- 6 **in each category by:**
- 7 **(1) number of complaints for which corrective action is**
- 8 **considered necessary by the department; and**
- 9 **(2) number of complaints for which corrective action is not**
- 10 **considered necessary by the department.**
- 11 **(d) The department shall make information specified in this**
- 12 **section available to the public in a form that does not identify any**
- 13 **specific individual.**
- 14 **(e) A limited service health maintenance organization that**
- 15 **provides dental care services may not take any retaliatory action,**
- 16 **including cancellation or refusal to renew a participating provider**
- 17 **contract, individual contract, or group contract, solely because a**
- 18 **participating provider, enrollee, or individual or group contract**
- 19 **holder files a complaint under this section.**
- 20 **SECTION 4. IC 27-13-37-4 IS AMENDED TO READ AS**
- 21 **FOLLOWS [EFFECTIVE JULY 1, 2000]: Sec. 4. (a) Beginning July**
- 22 **1, 1999, each health maintenance organization shall offer to each**
- 23 **purchaser of a group contract or individual contract a point-of-service**
- 24 **product to the extent permitted by IC 27-13-13-8.**
- 25 **(b) Beginning July 1, 2001, a limited service health maintenance**
- 26 **organization that provides dental care services shall offer to each**
- 27 **purchaser of a group contract or individual contract a**
- 28 **point-of-service product to the extent permitted by**
- 29 **IC 27-13-34-10(a)(6).**

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