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Senate Bill 1210 (Substitute S-2 as reported)
Sponsor: Senator Dale L. Shugars
Committee: Health Policy

CONTENT

The bill would amend the Insurance Code to require the Commission of Financial and Insurance Services to prepare a consumer guide to health maintenance organizations (HMOs). The Commissioner would have to publish the guide beginning on January 1, 2001, and annually thereafter.

The consumer guide would have to include all of the following for the most recent year for which the information was available:

- The national accreditation status of each HMO.
- Measurements of the quality of care provided by each HMO, as required by the Commissioner, including at least the following health employer data information set categories: child and adolescent care; maternity care; cardiac care; staying healthy; and member satisfaction.
- The toll-free telephone number at the Office of Financial and Insurance Services that consumers could call to request the consumer guide and make inquiries and complaints about HMOs.

The Commissioner could request, and an HMO would have to provide in a timely manner, audited health employer information set data and other information that the Commissioner needed to prepare the consumer guide.

The consumer guide would have to be written in plain English and be presented in a manner that facilitated comparisons among individual HMOs. The Commissioner would have to distribute the guide to members of the public upon request, and provide access to the guide through the Internet.

Proposed MCL 500.3580

Legislative Analyst: S. Lowe

FISCAL IMPACT

The bill would require the Commissioner of Financial and Insurance Services to design and distribute a consumer guide to HMOs. This additional responsibility would result in increased costs for the Department, for which no estimates are currently available.

Date Completed: 5-19-00

Fiscal Analyst: M. Tyszkiewicz