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BULLETIN 24-21

Date: September 6, 2024

To: Insurers, Nonprofit Health Service Plans, Health Maintenance Organizations and Dental Plan Organizations (Carriers)

Re: House Bill 1337, Chapter 891, Acts of 2024: Updates to Carrier Reporting Form for Adverse Decisions and Grievances

The purpose of this bulletin is to notify carriers of updates to the required Reporting Form for Adverse Decisions and Grievances under § 15-10A-06 of the Insurance Article.

House Bill 1337, Chapter 891, Acts of 2024 amended § 15-10A-06, effective July 1, 2024, to revise the requirement of carriers to submit information to the Administration on a quarterly basis. Specifically, in addition to the existing requirements for carriers to report on specified activities under Title 15, Subtitle 10A of the Insurance Article, carriers must also report:

- (1) The number of members entitled to health care benefits under a policy, plan, or certificate issued or delivered in the State by the carrier; and
- (2) The number of clean claims for reimbursement processed by the carrier.

The Administration directs the following with regard to the additional requirements in the amended 15-10A-06: the number of members reported under item (1) above should be based on the number of enrolled members as of the last day of the quarter being reported. Data reported under items (1) and (2) should be limited to membership and claims data for health benefit plans, as defined in § 15-10A-01(i) of the Insurance Article.

The Administration has updated the required Reporting Form for Adverse Decisions and Grievances to include this information, and the updated form may be accessed on the Administration's website at the following link:

<https://insurance.maryland.gov/Pages/carrier-report-filing.aspx>

The updated form must be used, beginning with the quarterly report applicable to the period from July 1, 2024 – September 30, 2024. This report is due on October 30, 2024.¹ The online carrier application for filing the report will be updated on or before October 1, 2024.

Carriers are also advised that the amendments to the reporting requirement under § 15-10A-06 have no effect on the existing semi-annual clean claims reports required by COMAR 31.10.11.14. Carriers must continue to file those separate reports in accordance with the instructions on the MIA website: <https://www.apps.insurance.maryland.gov/CleanClaim/>

Questions about this Bulletin may be directed to the Life & Health Unit of the Maryland Insurance Administration at 410-468-2170. Questions regarding the semi-annual clean claims report under COMAR 31.10.11.14 may be directed to mc_filings.mia@maryland.gov.

JOY Y. HATCHETTE
Acting Commissioner

By:

signature on original

David Cooney
Associate Commissioner

¹ Additional updates to the required reporting form will be forthcoming, pursuant to Senate Bill 791, Chapter 848, Acts of 2024, which further revises § 15-10A-06, effective January 1, 2025. The subsequent updates to the required reporting form will apply to the quarterly report applicable to the period from January 1, 2025 – March 31, 2025. This report will be due on April 30, 2025. The Administration intends to issue another bulletin in early 2025 to advise carriers of the additional updates.