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HEALTH POLICY COMMISSION BULLETIN HPC-OPP-2016-02

To: Risk-Bearing Provider Organizations, Provider Organizations Seeking Certification as Risk-Bearing Provider Organizations, and Other Interested Parties
From: Steven Belec, Director, Office of Patient Protection
Re: Implementation Date of October 1, 2016 for Office of Patient Protection Interim Guidance on M.G.L. c. 176O, §24 Establishing Appeals Process for Patients of Risk-Bearing Provider Organizations
Date: July 28, 2016

Implementation Date of October 1, 2016 for Establishing Appeals Process for Patients of Risk-Bearing Provider Organizations

On May 6, 2016, the Office of Patient Protection released Interim Guidance to advise provider organizations that are certified as risk-bearing provider organizations (RBPOs) by the Division of Insurance of the legal requirement to establish an appeals process to address patient complaints and to provide guidance on minimum requirements of such a process as required by M.G.L. c. 176O, §24.

The Interim Guidance required RBPOs to begin recording patient complaints for the purposes of reporting on September 1, 2016, thus requiring the establishment of an appeals process to address patient complaints by that date. Following two information sessions hosted by the Health Policy Commission and the Massachusetts Hospital Association where stakeholders requested additional time to establish the appeals process, the Office of Patient Protection is delaying implementation of the Interim Guidance by one month. Therefore, RBPOs must establish an appeals process, subject to the requirements of the Interim Guidance, and begin recording patient complaints for the purposes of reporting on October 1, 2016. The reporting schedule will be revised as follows:

The RBPO shall submit two reports to the Office of Patient Protection. The first report shall be due on January 17, 2017 for complaints received during the period of October 1, 2016 through December 31, 2016. The second report shall be due on April 17, 2017 for complaints received during the period of January 1, 2017 through March 31, 2017.

If you have questions about this bulletin or compliance with Health Policy Commission Bulletin HPC-OPP-2016-01, please contact Steven Belec, Director of the Office of Patient Protection, at Steven.M.Belec@state.ma.us or 617-979-1413.