



STUART H. ALTMAN
CHAIR

The Commonwealth of Massachusetts
HEALTH POLICY COMMISSION
50 MILK STREET, 8TH FLOOR
BOSTON, MASSACHUSETTS 02109
(617) 979-1400

DAVID M. SELTZ
EXECUTIVE DIRECTOR

HEALTH POLICY COMMISSION BULLETIN HPC-OPP-2017-02

To: Risk-Bearing Provider Organizations, Provider Organizations Seeking Certification as Risk-Bearing Provider Organizations, Provider Organizations Seeking Certification as Accountable Care Organizations, and Other Interested Parties

From: Steven Belec, Director, Office of Patient Protection

Re: Extended Reporting Schedule for Appeals Process for Patients of Risk Bearing Provider Organizations pursuant to Office of Patient Protection Interim Guidance on M.G.L. c. 176O, §24

Date: May 05, 2017

Extended Reporting Schedule for Appeals Process for Patients of Risk-Bearing Provider Organizations

In 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. (Bulletins HPC-OPP-2016-01 and HPC-OPP-2016-02)

The Interim Guidance required RBPOs to record patient complaints from October 1, 2016 through March 31, 2017 and report to the Office of Patient Protection in January and April 2017. Upon review of reports filed, the Office of Patient Protection is extending the reporting schedule for an additional six month period. The Commission will continue to consider such reports in the development of a regulation regarding internal appeals and external review processes pursuant to M.G.L. c. 176O, §24. The reporting schedule will be extended as follows:

The next report shall be due on July 17, 2017 for complaints received during the period of April 1, 2017 through June 30, 2017. The following report shall be due on October 16, 2017 for complaints received during the period of July 1, 2017 through September 30, 2017.

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