Senate File 2306 - Introduced

SENATE FILE
BY COMMITTEE ON COMMERCE
(SUCCESSOR TO SSB 3173)

Passed Senate, Date

Passed House, Date

Passed Senate, Date _____ Passed House, Date _____ Vote: Ayes ____ Nays ____ Nays _____

A BILL FOR

1 An Act relating to long=term care insurance, and providing for

penalties, an applicability date, repeals, and an appropriation and providing an effective date.

4 BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF IOWA:

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1 Section 1. Section 505.8, Code Supplement 2007, is amended 2 by adding the following new subsection:
1 3 <u>NEW SUBSECTION</u>. 15. The commissioner shall utilize the 1 4 senior health insurance information program to assist in the
    5 dissemination of objective and noncommercial educational
   6 material and to raise awareness of prudent consumer choices in
   7 considering the purchase of various insurance products
   8 designed for the health care needs of older Iowans.
9 Sec. 2. <u>NEW SECTION</u>. 514G.101 TITLE AND PURPOSE.
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           This chapter may be known and cited as the "Long=term Care
1 10
1 11 Insurance Act". The purpose of this chapter is to promote the 1 12 public interest, to promote the availability of long=term care
1 13 insurance, to protect applicants for long=term care insurance
1 14 from unfair or deceptive sales or enrollment practices, to
1 15 establish standards for long=term care insurance, to 1 16 facilitate public understanding and comparison of long=term
1 17 care insurance policies, and to facilitate flexibility and
1 18 innovation in the development of long=term care insurance
1 19 coverage.
           Sec. 3.
                        NEW SECTION. 514G.102 SCOPE.
           The requirements of this chapter apply to policies
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1 22 delivered or issued for delivery in this state on or after 1 23 July 1, 2008. This chapter is not intended to supersede the
1 24 obligations of entities subject to this chapter to comply with
  25 the substance of other applicable insurance laws not in 26 conflict with this chapter, except that laws and regulations
1 27 designed and intended to apply to Medicare supplement
1 28 insurance policies shall not be applied to long=term care
  29 insurance.
        Sec. 4.
1 30
                        NEW SECTION. 514G.103 DEFINITIONS.
1 31
           As used in this chapter, unless the context requires
   32 otherwise:
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  33 1. "Activities of daily living" means at least bathing,
1 34 continence, dressing, eating, toileting, and transferring.
        2. "Applicant" means either of the following:
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                 In the case of an individual long=term care insurance
   2 policy, the person who seeks to contract for benefits.
3 b. In the case of a group long=term care insurance policy,
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    4 the proposed certificate holder.
5 3. "Benefit trigger" means a contractual provision in a
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    6 policy of long=term care insurance that conditions the payment
    7 of benefits on a determination of the insured's ability to 8 perform activities of daily living and on cognitive
2 9 impairment, or on other conditions of the insured as specified 2 10 in the policy. For purposes of a qualified long=term care 2 11 insurance contract, "benefit trigger" means a determination by
2 12 a licensed health care practitioner that an insured is a
2 13 chronically ill individual. For purposes of this definition, 2 14 "licensed health care practitioner" means the same as defined
2 14 "licensed health care practitioner" means the same as defined 2 15 in section 7702B(c)(4) of the Internal Revenue Code. 2 16 4. "Certificate" means any certificate issued under a
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2 17 group long=term care insurance policy, which policy has been

2 18 delivered or issued for delivery in this state.

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"Chronically ill individual" means the same as defined 5. 2 20 in section 7702B(c)(2) of the Internal Revenue Code.

"Claim" means a request for payment of benefits under 6. 2 22 an in=force long=term care insurance policy, regardless of 2 23 whether the benefit claimed is covered under the policy or any 24 terms or conditions of the policy have been met.

- "Cognitive impairment" means a deficiency in a person's 2 26 short=term or long=term memory; orientation as to person, place, and time; deductive or abstract reasoning; or judgment 28 as it relates to safety awareness.
 - "Commissioner" means the commissioner of insurance. 8.
 - 9. "Group long=term care insurance" means a long=term care insurance policy that is delivered or issued for delivery in 32 this state to any of the following:
 - a. One or more employers or labor organizations, or to a 34 trust or to the trustee or trustees of a fund established, 35 created, or maintained by one or more employers or labor organizations or a combination thereof, for the benefit of 2 employees or former employees or a combination thereof, or for 3 members or former members or a combination thereof, of the 4 employers or labor organizations.
 - b. Any professional, trade, or occupational association for its members or former or retired members, or a combination thereof, if the association meets both of the following 8 requirements:
 - (1) Is composed of individuals all of whom are or were 10 actively engaged in the same profession, trade, or occupation.
 11 (2) Has been maintained in good faith for purposes other
- 3 12 than obtaining insurance.
- c. An association or associations, or to a trust or to the 3 14 trustee or trustees of a fund established, created, or 3 15 maintained for the benefit of members of one or more 3 16 associations, which files evidence with the commissioner prior to advertising, marketing, or offering a policy within this 3 18 state by the association or associations, or their insurer, 3 19 that the following organizational requirements have been met:
- 3 20 (1) At the outset, there are a minimum of one hundred 3 21 members of the association or associations.
- 3 22 (2) The association or associations have been organized 23 and maintained in good faith for purposes other than that of 3 24 obtaining insurance.
- (3) The association or associations have been in active 3 26 existence for at least one year at the time of filing.
- (4) The association or associations have a constitution 3 28 and bylaws that require all of the following:
- 3 29 (a) The association or associations have regular meetings, 30 not less than annually, to further the purposes of the 3 31 members.
 - (b) Except for credit unions, the association or 33 associations collect dues or solicit contributions from 34 members.
 - (c) The members have voting privileges and representation on a governing board and committees.
 - Thirty days after the required evidentiary filings have 3 been made, the association or associations shall be deemed to 4 satisfy the organizational requirements, unless the 5 commissioner makes a finding that the association or 6 associations do not satisfy those requirements.
 - d. A group other than those described in paragraphs "a" through "c", subject to a finding by the commissioner that all of the following are true:
 - (1)The issuance of the group policy is not contrary to the best interests of the public.
 - (2) The issuance of the group policy would result in economies of acquisition or administration.
- (3) The benefits are reasonable in relation to the 4 15 premiums charged.
- "Independent review entity" means a review entity 10. 4 17 certified by the commissioner pursuant to section 514G.110, 4 18 subsection 5.
- "Insurer" means an entity qualified and licensed by 4 20 the insurance division to transact the business of insurance 4 21 in this state by a certificate issued pursuant to chapter 508, 22 512B, 514, or 514B.
- "Licensed health care professional" means a qualified 4 24 professional in an appropriate field for determining an 25 insured's functional or cognitive impairment as it relates to 26 the insured's specific diagnosis. Licensed health care 4 27 professionals include but are not limited to physical

4 28 therapists, occupational therapists, neurologists, physical

4 29 medicine specialists, and rehabilitation medicine specialists. 13. "Long=term care insurance" means any insurance policy 4 31 or rider advertised, marketed, offered, or designed to provide 32 coverage for not less than twelve consecutive months for each 33 covered person on an expense=incurred, indemnity, prepaid, or 34 other basis, for one or more necessary or medically necessary 35 diagnostic, preventive, therapeutic, rehabilitative, 1 maintenance, or personal care services that are provided in a 2 setting other than an acute care unit of a hospital.
3 "Long=term care insurance" includes group and individual 5 4 annuities and life insurance policies or riders that directly 5 provide or supplement long=term care insurance. The term also 5 6 includes a policy or rider that provides for payment of benefits based upon cognitive impairment or the loss of 8 functional capacity. The term also includes a qualified 9 long=term care insurance contract. Long=term care insurance "Long=term care insurance" does 10 may be issued by an insurer. 11 not include any insurance policy that is offered primarily to 5 12 provide basic Medicare supplement coverage, basic hospital 13 expense coverage, basic medical=surgical expense coverage, 5 14 hospital confinement indemnity coverage, major medical expense 5 15 coverage, disability income or related asset=protection 5 16 coverage, accident=only coverage, specified disease or 5 17 specified accident coverage, or limited benefit health 5 18 coverage. With regard to life insurance, "long=term care 5 19 insurance does not include life insurance policies that 20 accelerate the death benefit specifically for one or more of 21 the qualifying events of terminal illness, medical conditions 5 22 requiring extraordinary medical intervention or permanent 5 23 institutional confinement, and that provide the option of a 24 lump=sum payment for those benefits, where neither the 25 benefits nor the eligibility for the benefits is conditioned 5 26 upon the receipt of long=term care. Notwithstanding any other 27 provision of this chapter, any product advertised, marketed, 28 or offered as long=term care insurance shall be subject to the 5 29 provisions of this chapter. 30

14. "Policy" means any policy, contract, subscriber 5 31 agreement, rider, or endorsement delivered or issued for 5 32 delivery in this state by an insurer; fraternal benefit 33 society; nonprofit health, hospital, or medical service 34 corporation; prepaid health plan; or health maintenance 35 organization or any similar organization.

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"Preexisting condition" means a condition for which 2 medical advice or treatment was recommended by, or received from, a provider of health care services within six months 4 preceding the effective date of coverage of an individual.

16. "Qualified long=term care insurance contract" or "federally tax=qualified long=term care insurance contract" means any of the following: 7

a. An individual or group insurance contract that meets the requirements of section 7702B(b) of the Internal Revenue 10 Code, as follows:

(1) The only insurance protection provided under the 6 12 contract is coverage of qualified long=term care services. 13 contract does not fail to satisfy the requirements of this 6 14 subparagraph because payments are made on a per diem or other 6 15 periodic basis without regard to the expenses incurred during 6 16 the period to which the payments relate.

(2) The contract does not pay or reimburse expenses 6 18 incurred for services or items to the extent that the expenses 19 are reimbursable under Title XVIII of the federal Social 20 Security Act, as amended, or would be reimbursable but for the 6 21 application of a deductible or coinsurance amount. 6 22 requirements of this subparagraph do not apply to expenses 23 that are reimbursable under Title XVIII of the federal Social 6 24 Security Act only as a secondary payor. A contract does not 6 25 fail to satisfy the requirements of this subparagraph because 26 payments are made on a per diem or other periodic basis 27 without regard to the expenses incurred during the period to 6 28 which the payments relate.

The contract is guaranteed renewable within the (3) 30 meaning of section 7702B(b)(1)(C) of the Internal Revenue 6 31 Code.

(4)The contract does not provide for a cash surrender 33 value or for other money that can be paid, assigned or pledged 34 as collateral for a loan, or borrowed except as provided in 35 subparagraph (5).

All refunds of premiums and all policyholder dividends (5) 2 or similar accounts under the contract are to be applied as a 3 reduction in future premiums or to increase future benefits, 4 except that a refund in the event of the death of the insured

or a complete surrender or cancellation of the contract shall 6 not exceed the aggregate premiums paid under the contract.

(6) The contract meets the consumer protection provisions set forth in section 7702B(g) of the Internal Revenue Code. b. The portion of a life insurance contract that provides

7 10 long=term care insurance coverage by rider or as part of the 11 contract and that satisfies the requirements of section 7702B(b) and (e) of the Internal Revenue Code.

Sec. 5. <u>NEW SECTION</u>. 514G.104 EXTRATERRITORIAL 14 JURISDICTION == GROUP LONG=TERM CARE INSURANCE.

7 15 Group long=term care insurance coverage shall not be 7 16 offered to a resident of this state under a group policy 7 17 issued in another state unless either this state or another 7 18 state with statutory and regulatory requirements for long=term 7 19 care insurance that are substantially similar to those adopted 7 20 in this state has made a determination that the group to which 21 the policy is issued meets the requirements of section 22 514G.103, subsection 9.

Sec. 6. <u>NEW SECTION</u>. 514G.105 DISCLOSURE AND PERFORMANCE 24 STANDARDS FOR LONG=TERM CARE INSURANCE.

1. PROHIBITED POLICY PRACTICES. A long=term care 7 26 insurance policy shall not:

a. Be canceled, nonrenewed, or otherwise terminated on the 28 grounds of the age or deterioration of the mental or physical 29 health of the insured individual or certificate holder.

b. Contain a provision establishing a new waiting period 31 in the event that existing coverage is converted to or 32 replaced by a new or other policy form within the same 33 company, except with respect to an increase in benefits 34 voluntarily selected by the insured individual, the 35 certificate holder, or the group policyholder.

1 c. Provide coverage for skilled nursing care only, or

2 provide significantly more coverage for skilled care in a facility than coverage for lower levels of care.

PREEXISTING CONDITIONS.

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a. A long=term care insurance policy or certificate, other 6 than a policy or certificate issued to a group as described in section 514G.103, subsection 9, shall not use a definition of "preexisting condition" that is more restrictive than the 9 definition contained in section 514G.103, subsection 15.

b. A long=term care insurance policy or certificate, 11 than a policy or certificate issued to a group as described in 8 12 section 514G.103, subsection 9, shall not exclude coverage for 8 13 a loss or confinement that is the result of a preexisting 8 14 condition unless the loss or confinement begins within six 8 15 months following the effective date of coverage of an insured 8 16 individual.

 $8\ 17$ c. The commissioner may extend the limitation periods set $8\ 18$ forth in paragraphs "a" and "b" as to specific age group 8 19 categories in specific policy forms upon finding that such an

8 20 extension is in the best interest of the public. 8 21 d. The requirements of paragraph "a" do not prohibit an 8 22 insurer from using an application form designed to elicit the 23 complete health history of an applicant, and on the basis of 8 24 the answers on that application, underwriting in accordance 8 25 with that insurer's established underwriting standards. 8 26 Unless otherwise provided in the policy or certificate, a 8 27 preexisting condition, regardless of whether it is disclosed 8 28 on the application, is not required to be covered until the 8 29 waiting period described in paragraph "b" expires. 30 long=term care insurance policy or certificate shall not exclude, or use waivers or riders of any kind to exclude, 8 32 limit, or reduce coverage or benefits for specifically named 33 or described preexisting diseases or physical conditions 34 beyond the waiting period described in paragraph "b".

3. PRIOR HOSPITALIZATION OR INSTITUTIONALIZATION.

a. A long=term care insurance policy shall not be 2 delivered or issued for delivery in this state if the policy 3 does any of the following:

(1) Conditions eligibility for any benefits on a prior 5 hospitalization requirement.

Conditions eligibility for any benefits provided in an institutional care setting on the receipt of a higher level of institutional care.

9 (3) Conditions eligibility for any benefits other than 10 waiver of premium, post=confinement, post=acute care, or 11 recuperative benefits on a prior institutionalization 12 requirement.

b. A long=term care insurance policy that contains 14 post=confinement, post=acute care, or recuperative benefits 9 15 shall contain, in a clearly visible, separate paragraph or the 9 16 policy or certificate entitled "limitations or conditions on 9 17 eligibility for benefits", a description of such limitations 9 18 or conditions, including any required number of days of 9 19 confinement.

c. A long=term care insurance policy or rider that 9 21 conditions eligibility for noninstitutional benefits on the 22 prior receipt of institutional care shall not require a prior 9 23 institutional stay of more than thirty days.

d. A long=term care insurance policy or rider that 25 provides benefits only following institutionalization shall 26 not condition such benefits upon admission to a facility for 9 27 the same or related conditions within a period of less than 9 28 thirty days after discharge from the institution.

4. RIGHT TO RETURN == FREE LOOK == REFUND.
a. A long=term care insurance applicant sh A long=term care insurance applicant shall have the 9 31 right to return the long=term care insurance policy or 32 certificate within thirty days of its delivery and to have the 9 33 premium refunded if, after examination of the policy or 9 34 certificate, the applicant is not satisfied for any reason.

b. A long=term care insurance policy or certificate 1 delivered or issued for delivery in this state shall have a 2 notice prominently displayed on the first page of the policy 3 or certificate, or attached thereto, which states in substance 4 that the applicant has the right to return the policy or 5 certificate within thirty days of its delivery and to have the 6 premium refunded if, after examination of the policy or certificate, other than a certificate issued pursuant to a 8 policy issued to a group as described in section 514G.103, 9 subsection 9, paragraph "a", the applicant is not satisfied 10 10 for any reason.

c. Any premium refund shall be made to the applicant within thirty days of the return.

- 5. DENIALS == REFUND. If an application is denied by an 10 14 insurer, any premium refund shall be made to the applicant 10 15 within thirty days of the denial.
 - 6. OUTLINE OF COVERAGE.

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- a. A written outline of coverage shall be delivered to a 10 18 prospective applicant for long=term care insurance at the time 10 19 of the initial solicitation for coverage which prominently 10 20 directs the attention of the applicant to the document and its 10 21 purpose.
- b. The commissioner shall prescribe, by rule, a standard 10 23 format, including style, arrangement, and overall appearance, 10 24 and content of the outline of coverage.
- 10 25 c. In the case of producer solicitations, a producer shall 10 26 deliver the outline of coverage to a prospective applicant prior to the presentation of an application or enrollment 10 28 form.
- In the case of direct response solicitations, the 10 30 outline of coverage shall be presented in conjunction with any application or enrollment form.
- In the case of a policy issued to a group as described 10 33 in section 514G.103, subsection 9, paragraph "a", an outline 10 34 of coverage is not required to be delivered to the applicant, 10 35 provided that the information described in subsection 7 of 1 this section, paragraphs "a" through "f", is contained in 2 other enrollment materials provided. Upon request, such other 3 enrollment materials shall be made available to the 4 commissioner.
 - 7. CONTENTS OF OUTLINE OF COVERAGE. An outline of coverage of long=term care insurance shall include all of the following:
 - a. A description of the principal benefits and coverage provided in the policy.
 - b. A statement of the principal exclusions, reductions, and limitations contained in the policy.
- c. A statement of the terms under which the policy or 11 13 certificate, or both, may be continued in force or 11 14 discontinued, including any reservation in the policy of a 11 15 right to change the premium. Continuation or conversion 11 16 provisions of group coverage shall be specifically described.
- 11 17 d. A statement that the outline of coverage is a summary 11 18 of coverage only, not a contract of insurance, and that the 11 19 policy or group master policy contains governing contractual 11 20 provisions.
- A description of the terms under which the policy or 11 22 certificate may be returned and the premium refunded.
- 11 23 f. A brief description of the relationship of cost of care 11 24 and benefits.
- 11 25 g. A statement that discloses to the policyholder or 11 26 certificate holder whether the policy is intended to be a

11 27 federally tax=qualified long=term care insurance contract 11 28 under section 7702B(b) of the Internal Revenue Code.

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- 11 29 8. CONTENTS OF GROUP CERTIFICATE. A CERTIFICATE 130 pursuant to a group long-term care insurance policy which 11 31 policy is delivered or issued for delivery in this state shall of the following:
- a. A description of the principal benefits and coverage 11 33 34 provided in the policy.
 - b. A statement of the principal exclusions, reductions, and limitations contained in the policy.
 - c. A statement that the group master policy determines governing contractual provisions.
 - 9. TIME FOR DELIVERY. 4 If an application for a long=term care insurance policy or certificate is approved, the issuer shall deliver the policy or certificate of insurance to the 6 applicant no later than thirty days after the date of 8 approval.
 - 10. INDIVIDUAL LIFE INSURANCE == POLICY SUMMARY.
- A written policy summary shall accompany the delivery of an individual life insurance policy that provides long=term care benefits within the policy or by rider. In the case of 12 13 direct response solicitations, the insurer shall deliver a 12 14 policy summary upon the applicant's request or at the time of 12 15 policy delivery, whichever occurs first.
 12 16 b. A policy summary shall include all of the following:
 12 17 (1) An explanation of how the long-term care benefit
- 12 18 interacts with other components of the policy, including 12 19 deductions from death benefits.
 - (2) An illustration of the amount of benefits, the length of benefits, and the guaranteed lifetime benefits if any, for each covered person.
- (3) Any exclusions, reductions, or limitations on 12 24 long=term care benefits.
 - (4) A statement that a long-term care inflation protection option required by 191 IAC 39.10 is not available under this policy.
 - (5) If applicable to the policy type, the summary shall also include all of the following:
 - (a) A disclosure of the effect of exercising other rights under the policy.
 - (b) A disclosure of guarantees related to long=term care costs of insurance charges.
 - (C) Current and projected maximum lifetime benefits.
 - c. The requirements of a policy summary set forth in paragraph "b" may be incorporated into the basic illustration required to be delivered in accordance with 191 IAC 14, or into the life insurance policy summary required to be
 - 4 delivered in accordance with 191 IAC 15.4.
 5 11. MONTHLY REPORT. If a long=term care benefit, funded through a life insurance vehicle by the acceleration of the death benefit, is in benefit payment status, a monthly report shall be provided to the policyholder. The report shall include all of the following:
- a. Any long=term care benefits paid out during the month. An explanation of any changes in the policy, including 13 12 but not limited to changes in death benefits or cash values 13 13 due to long=term care benefits being paid out.
 - The amount of long=term care benefits existing or c. remaining.
- 13 16 12. CLAIM DENIAL. If a claim made under a long=term care insurance policy is denied, the issuer, within sixty days of 13 17 13 18 the date of receipt of a written request by the policyholder 13 19 certificate holder, or a representative thereof, shall provide 13 20 a written explanation of the reasons for the denial, and shall 13 21 make all information directly related to the denial available 13 22 to the requestor.
- 13. COMPLIANCE. Any policy or rider advertised, marketed, 13 24 or offered as long-term care insurance or nursing home insurance shall comply with the provisions of this chapter.
 - Sec. 7. <u>NEW SECTION</u>. 514G.106 INCONTESTABILITY PERIOD.
- 13 27 1. An insurer may rescind a long=term care insurance 13 28 policy or certificate or deny an otherwise valid long=term 13 29 care insurance claim if the policy or certificate has been in 13 30 force for less than six months upon a showing of 13 31 misrepresentation that is material to the insurer's acceptance 13 32 for coverage.
- 2. An insurer may rescind a long=term care insurance 13 33 13 34 policy or certificate or deny an otherwise valid long=term 13 35 care insurance claim if the policy or certificate has been in 14 1 force for at least six months but less than two years, upon a 2 showing of misrepresentation that is both material to the

14 acceptance for coverage and pertains to the condition for 4 which benefits are sought. 14

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- 3. An insurer shall not contest a long=term care insurance policy or certificate that has been in force for two or more years solely upon the grounds of misrepresentation. Such a 8 policy or certificate may be contested only upon a showing that the insured knowingly and intentionally misrepresented 14 10 relevant facts relating to the insured's health.
- 14 11 4. A long=term care insurance policy or certificate may be 14 12 field=issued if the compensation paid to the field issuer is 14 13 not based on the number of policies or certificates issued. 14 14 For the purposes of this subsection, a "field=issued" policy 14 15 means a policy or certificate issued by a producer or third=party administrator pursuant to the underwriting authority granted to the producer or third=party administrator 14 16 14 17 14 18 by an insurer and using the insurer's underwriting guidelines.
- 5. An insurer that has paid benefits under a long=term 14 20 care insurance policy or certificate shall not recover such benefit payments if the policy or certificate is rescinded. 14 21
- 6. The provisions of this section are applicable to life 14 23 insurance policies or certificates that accelerate benefits 14 24 for long=term care. However, if an insured dies, the 14 25 remaining death benefits of a life insurance policy that 14 26 accelerates benefits for long=term care are not governed by 14 27 this section but by the provisions of section 508.28. In all 14 28 other situations, this section shall apply to life insurance 14 29 policies that accelerate benefits for long=term care.
 - Sec. 8. <u>NEW SECTION</u>. 514G.107 NONFORFEITURE BENEFITS.
- 1. Except as otherwise provided in subsection 2, a 14 32 long=term care insurance policy or certificate shall not be 14 33 delivered or issued for delivery in this state unless the 14 34 policyholder or certificate holder has been offered the option 14 35 of purchasing a policy or certificate that includes a 1 nonforfeiture benefit. A nonforfeiture benefit may be offered 2 in the form of a rider that is attached to the policy or 3 certificate. If the policyholder or certificate holder 4 declines the nonforfeiture benefit, the insurer shall provide 5 a contingent benefit upon lapse that is available for a 6 specified period of time following a substantial increase in 7 premium rates.
- 8 2. When a group long=term care insurance policy or 9 certificate is delivered or issued for delivery in this state, 15 10 an offer of benefits shall be made to the group policyholder 15 11 that meets the requirements of subsection 1. However, if the 15 12 policy is delivered or issued for delivery to a group as 15 13 described in section 514G.103, subsection 9, paragraph "d", 15 14 that is not a continuing care retirement community or other 15 15 similar entity, the offer of benefits shall be made to each 15 16 proposed certificate holder.
- 3. The commissioner shall, by rule, specify the type or 15 18 types of nonforfeiture benefits to be offered as part of 15 19 long=term care insurance policies and certificates, the 15 20 standards for such nonforfeiture benefits, and the standards 15 21 for contingent benefit upon lapse including a specified period 15 22 of time during which a contingent benefit upon lapse will be 15 23 available and what constitutes a substantial premium rate 15 24 increase that will trigger a contingent benefit upon lapse as 15 25 provided in subsection 1. 15 26 Sec. 9. NEW SECTION.

NEW SECTION. 514G.108 PROMPT PAYMENT OF CLAIMS 15 27 == REQUIREMENTS.

- 1. An insurer providing long=term care insurance under 15 29 this chapter and subject to state insurance regulation shall 15 30 either accept and pay or deny a clean claim. For the purposes 15 31 of this section, "clean claim" means a properly completed 15 32 paper or electronic request for payment that contains all 15 33 necessary information for the insurer to timely adjudicate and 15 34 pay claims for long=term care benefits under the policy, does 15 35 not involve coordination of benefits for third=party liability or subrogation, and does not involve the existence of 2 particular circumstances requiring special treatment that 3 prevents a prompt payment from being made.
 - 2. The commissioner shall adopt rules establishing 5 processes for timely adjudication and payment of claims for long=term care benefits by insurers.
- 16 6 16 3. Payment of a clean claim shall include interest at the 8 rate of ten percent per annum when an insurer or other entity 16 16 that administers or processes claims on behalf of the insurer
- 16 10 fails to timely pay a clean claim. 16 11 Sec. 10. <u>NEW SECTION</u>. 514G.109 16 12 DETERMINATIONS == NOTICE == APPEALS. BENEFIT TRIGGER
 - 1. NOTICE. When a long-term care insurer determines that

16 14 the benefit trigger in an insured's long=term care insurance 16 15 policy has not been met, the insurer shall provide a clear, 16 16 written notice to the insured of all of the following: 16 17

- a. The reason that the insurer determined that the 16 18 insured's benefit trigger has not been met.
- b. The insurer's internal appeal process provided under 16 20 the insured's long=term care insurance policy.
 16 21 c. The insured's right, after exhaustion of
- c. The insured's right, after exhaustion of the insurer's 16 22 internal appeal process, to have the benefit trigger 16 23 determination reviewed under the independent review process 16 24 set forth in section 514G.110.
 - 2. INTERNAL APPEAL.

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- 16 26 a. An insured may request an internal appeal of a benefit 16 27 trigger determination by sending a written request to the 16 28 insurer, along with any additional supporting information, 16 29 within sixty days after the insured receives the notice 16 30 described in subsection 1. The internal appeal shall be 16 31 considered by an individual or group of individuals designated 16 32 by the insurer, provided that the individual or individuals 16 33 making the internal appeal decision shall not be the same 34 individual or individuals who made the initial benefit trigger 16 35 determination. All internal appeals shall be completed and 1 written notice of the internal appeal decision sent to the 2 insured within sixty days of the insurer's receipt of all 3 necessary information upon which a final determination can be 4 made.
- 5 b. If the determination that the benefit trigger was not 6 met is upheld upon internal appeal, the notice of the appeal 7 decision shall describe additional internal appeal rights that 8 are offered by the insurer, if any. Nothing in this paragraph 9 shall require an insurer to offer any internal appeal rights 17 10 other than those described in paragraph "a".
- c. If the determination that the benefit trigger was not 17 12 met is upheld after the internal appeal process has been 17 13 exhausted and there is no new information not previously 17 14 provided to the insurer for consideration, the insurer shall 17 15 provide the insured with a written description of the 17 16 insured's right to request an independent review of the 17 17 benefit trigger determination.
- 3. RECEIPT OF NOTICE. Notices required by this section 17 19 shall be deemed received within five days after the date of 17 20 mailing.
- Sec. 11. NEW SECTION. 514G.110 INDEPENDENT REVIEW OF 17 22 BENEFIT TRIGGER DETERMINATIONS. 17 23 1. REQUEST. An insured may
- 17 23 1. REQUEST. An insured may file a written request for 17 24 independent review of a benefit trigger determination with the 17 25 commissioner after the internal appeal process has been 17 26 exhausted. The request shall be filed within sixty days after 17 27 the insured receives written notice of the insurer's internal 17 28 appeal decision.
- A request for independent review shall be 2. FEE. 17 30 accompanied by a twenty=five dollar filing fee. 17 31 commissioner may waive the filing fee for good cause. 17 32 filing fee shall be refunded if the insured prevails in the 17 33 independent review process.
- 3. ELIGIBILITY FOR REVIEW. The commissioner shall certify 17 35 that the request is eliqible for independent review if all of the following criteria are satisfied:
 - The insured was covered by a long=term care insurance policy issued by the insurer at the time the benefit trigger 4 determination was made.
 - b. The sole reason for requesting an independent review is to review the insurer's determination that the benefit trigger was not met.
 - The insured has exhausted all internal appeal c. procedures provided under the insured's long=term care insurance policy.
- 18 10 d. The written request for independent review was filed by the insured within sixty days from the date of receipt of the insurer's internal appeal decision. 18 13
- 4. NOTICE OF ELIGIBILITY. The commissioner shall provide 18 14 18 15 written notice regarding eligibility of a request for 18 16 independent review to the insured and the insurer within two business days from the date of receipt of the request.
- 18 17 18 18 a. If the commissioner decides that the request is not eligible for independent review, the written notice shall 18 19 18 20 indicate the reasons for that decision.
- 18 21 If the commissioner certifies that the request is h. 18 22 eligible for independent review, the insurer may appeal that 18 23 certification by filing a written notice of appeal with the 18 24 commissioner within three business days from the date of

18 25 receipt of the notice of certification. If upon further 18 26 review, the commissioner upholds the certification, the 18 27 commissioner shall promptly notify the insured and the insurer 18 28 in writing of the reasons for that decision. 18 29

- 5. QUALIFICATIONS OF INDEPENDENT REVIEW ENTITIES. 18 30 commissioner shall maintain a list of qualified independent 18 31 review entities that are certified by the commissioner. 18 32 Independent review entities shall be recertified by the 18 33 commissioner every two years in order to remain on the list. 18 34 In order to be certified, an independent review entity shall 18 35 meet all of the following criteria:
 - a. Have on staff, or contract with, a qualified, licensed 2 health care professional in an appropriate field for determining an insured's functional or cognitive impairment who can conduct an independent review.

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- In order to be qualified, a licensed health care 6 professional who is a physician shall hold a current certification by a recognized American medical specialty board in a specialty appropriate for determining an insured's 9 functional or cognitive impairment.
- 19 10 (2) In order to be qualified, a licensed health care 19 11 professional who is not a physician shall hold a current 19 12 certification in the specialty in which that person is 19 13 licensed, by a recognized American specialty board in a 19 14 specialty appropriate for determining an insured's functional 19 15 or cognitive impairment.
- 19 16 b. Ensure that any licensed health care professional who 19 17 conducts an independent review has no history of disciplinary 19 18 actions or sanctions, including but not limited to the loss of 19 19 staff privileges or any participation restrictions taken or 19 20 pending by any hospital or state or federal government 19 21 regulatory agency. 19 22
- c. Ensure that the independent review entity or any of its 19 23 employees, agents, or licensed health care professionals 19 24 utilized does not receive compensation of any type that is 19 25 dependent on the outcome of a review.
- d. Ensure that the independent review entity or any of its 19 27 employees, agents, or licensed health care professionals 19 28 utilized are not in any manner related to, employed by, or 19 29 affiliated with the insured or with a person who previously 19 30 provided medical care to the insured.
- e. Ensure that an independent review entity or any of its 19 32 employees, agents, or licensed health care professionals 19 33 utilized is not a subsidiary of, or owned or controlled by, an insurer or by a trade association of insurers of which the 19 35 insurer is a member.
 - f. Have a quality assurance program on file with the 2 commissioner that ensures the timeliness and quality of reviews performed, the qualifications and independence of the licensed health care professionals who perform the reviews, 5 and the confidentiality of the review process.
 6 g. Have on staff or contract with a licensed health care
- practitioner, as defined in section 514G.103, subsection 3, who is qualified to certify that an individual is chronically ill for purposes of a qualified long=term care insurance 20 10 contract.
- 6. INDEPENDENT REVIEW PROCESS. The independent review 20 12 process shall be conducted as follows:
- a. Within three business days of receiving a notice from 20 14 the commissioner of the certification of a request for independent review or receipt of a denial of an insurer's 20 16 appeal from such a certification, the insurer shall do all of the following:
- 20 18 Select an independent review entity from the list (1)20 19 certified by the commissioner and notify the insured in 20 20 writing of the name, address, and telephone number of the 20 21 independent review entity selected. The independent review 20 22 entity selected shall utilize a licensed health care 20 23 professional with qualifications appropriate to the benefit 20 24 trigger determination that is under review.
- 20 25 (2) Notify the independent review entity that it has been 20 26 selected to conduct an independent review of a benefit trigger 20 27 determination and provide sufficient descriptive information 20 28 to enable the independent review entity to provide licensed 20 29 health care professionals who will be qualified to conduct the 20 30 review.
- 20 31 (3) Provide the commissioner with a copy of the notices 20 32 sent to the insured and to the independent review entity 20 33 selected.
- b. Within three business days of receiving a notice from 20 35 an insurer that it has been selected to conduct an independent

review, the independent review entity shall do one of the 2 following:

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(1)Accept its selection as the independent review entity, 4 designate a qualified licensed health care professional to 5 perform the independent review, and provide notice of that 6 designation to the insured and the insurer, including a brief description of the health care professional's qualifications and the reasons that person is qualified to determine whether the insured's benefit trigger has been met. A copy of this 21 10 notice shall be sent to the commissioner via facsimile. 21 11 independent review entity is not required to disclose the name 21 12 of the health care professional selected.

(2) Decline its selection as the independent review entity 21 14 or, if the independent review entity does not have a licensed 21 15 health care professional who is qualified to conduct the 21 16 independent review available, request additional time from the 21 17 commissioner to have a qualified licensed health care 21 18 professional certified, and provide notice to the insured, the 21 19 insurer, and the commissioner. The commissioner shall notify 21 20 the review entity, the insured, and the insurer of how to 21 21 proceed within three business days of receipt of such notice 21 22 from the independent review entity.

An insured may object to the independent review entity 21 24 selected by the insurer or to the licensed health care 21 25 professional designated by the independent review entity to 21 26 conduct the review by filing a notice of objection along with 21 27 reasons for the objection, with the commissioner within ten 21 28 days of receipt of a notice sent by the independent review 21 29 entity pursuant to paragraph "b". The commissioner shall 21 30 consider the insured's objection and shall notify the insured, 21 31 the insurer, and the independent review entity of its decision 21 32 to sustain or deny the objection within two business days of 21 33 receipt of the objection.

d. Within five business days of receiving a notice from 35 the independent review entity accepting its selection or within five business days of receiving a denial of an 2 objection to the review entity selected, whichever is later, 3 the insured may submit any information or documentation in 4 support of the insured's claim to both the independent review entity and the insurer.

e. Within fifteen days of receiving a notice from the independent review entity accepting its selection or within three business days of receipt of a denial of an objection to the independent review entity selected, whichever is later, an 22 10 insurer shall do all of the following:

(1) Provide the independent review entity with any 22 12 information submitted to the insurer by the insured in support of the insured's internal appeal of the insurer's benefit trigger determination.

(2) Provide the independent review entity with any other 22 16 relevant documents used by the insurer in making its benefit trigger determination.

22 17 (3) Provide the insured and the commissioner with 22 19 confirmation that the information required under subparagraphs 22 20 (1) and (2) has been provided to the independent review 22 21

entity, including the date the information was provided.

f. The independent review entity shall not commence its 22 22 22 23 review until fifteen days after the selection of the 22 24 independent review entity is final including the resolution of 22 25 any objection made pursuant to paragraph "c". During this 22 26 time period, the insurer may consider any information provided 22 27 by the insured pursuant to paragraph "d" and overturn or 22 28 affirm the insurer's benefit trigger determination based on 22 29 such information. If the insurer overturns its benefit 22 30 trigger determination, the independent review process shall 22 31 immediately cease. 22 32

g. In conducting a review, the independent review entity 22 33 shall consider only the information and documentation provided to the independent review entity pursuant to paragraphs "d" 22 35 and "e"

h. The independent review entity shall submit its decision as soon as possible, but not later than thirty days from the date the independent review entity receives the information required under paragraphs "d" and "e", whichever is received later. The decision shall include a description of the basis for the decision and the date of the benefit trigger determination to which the decision relates. 8 review entity, for good cause, may request an extension of 9 time from the commissioner to file its decision. A copy of 23 10 the decision shall be mailed to the insured, the insurer, and

23 11 the commissioner.

23 12 All medical records submitted for use by the 23 13 independent review entity shall be maintained as confidential 23 14 records as required by applicable state and federal laws. 23 15 commissioner shall keep all information obtained during the 23 16 independent review process confidential pursuant to section 23 17 505.8, subsection 6, except that the commissioner may share 23 18 some information obtained as provided under section 505.8, 23 19 subsection 6, and as required by this chapter and rules 23 20 adopted pursuant to this chapter.

j. If an insured dies before completion of the independent 23 22 review, the review shall continue to completion if there is 23 23 potential liability of an insurer to the estate of the insured 23 24 or to a provider for rendering qualified long=term care

23 25 services to the insured. 23 26

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7. COSTS. All reasonable fees and costs of the independent review entity incurred in conducting an 23 28 independent review under this section shall be paid by the 23 29 insurer.

8. IMMUNITY. An independent review entity that conducts a 23 31 review under this section is not liable for damages arising 23 32 from determinations made during the review. Immunity does not 23 33 apply to any act or omission made by an independent review 23 34 entity in bad faith or that involves gross negligence.

- 9. EFFECT OF INDEPENDENT REVIEW DECIDION.
 a. The review decision by the independent review entity conducting the review is binding on the insurer.
- b. The independent review process set forth in this section shall not be considered a contested case under chapter 17A.
- c. An insured may appeal the review decision by the 7 independent review entity conducting the review by filing a 8 petition for judicial review in the district court in the 9 county in which the insured resides. The petition for 24 10 judicial review shall be filed within fifteen business days 24 11 after the issuance of the review decision. The petition sh The petition shall 24 12 name the insured as the petitioner and the insurer as the 24 13 respondent. The petitioner shall not name the independent 24 14 review entity as a party. The commissioner shall not be named 24 15 as a respondent unless the insured alleges action or inaction 24 16 by the commissioner under the standards articulated under 24 17 section 17A.19, subsection 10. Allegations made against the 24 18 commissioner under section 17A.19, subsection 10, must be 24 19 stated with particularity. The commissioner may, upon motion, 24 20 intervene in a judicial review proceeding brought pursuant to 24 21 this paragraph. The findings of fact by the independent 24 22 review entity conducting the review are conclusive and binding 24 23 on appeal.
- d. An insurer shall not be subject to any penalties, 24 25 sanctions, or damages for complying in good faith with a 24 26 review decision rendered by an independent review entity 24 27 pursuant to this section.
- e. Nothing contained in this section or in section 24 29 514G.109 shall be construed to limit the right of an insurer 24 30 to assert any rights an insurer may have under a long=term 24 31 care insurance policy related to:

(1) An insured's misrepresentation.

- (2) Changes in the insured's benefit eligibility.
- 24 34 (3) Terms, conditions, and exclusions contained in the 24 35 policy, other than failure to meet the benefit trigger.
 25 1 f. The requirements of this section and section 514G.109
 - are not applicable to a group long=term care insurance policy that is governed by the federal Employee Retirement Income 4 Security Act of 1974, as codified at 29 U.S.C. } 100 et seq.
 - The provisions of this section and section 514G.109 are in lieu of and supersede any other third=party review requirement contained in chapter 514J or in any other 7 8 provision of law.
- 25 9 h. The insured may bring an action in the district court 25 10 in the county in which the insured resides to enforce the 25 11 review decision of the independent review entity conducting 25 12 the review or the decision of the court on appeal.
- 10. RECEIPT OF NOTICE. Notice required by this section 25 13 25 14 shall be deemed received within five days after the date of 25 15 mailing.

25 16 Sec. 12. NEW SECTION. 514G.111 AUTHORITY TO PROMULGATE 25 17 RULES.

25 18 The commissioner may adopt rules pursuant to chapter 17A 25 19 related to long=term care insurance and to the administration 25 20 and enforcement of this chapter, including but not limited to 25 21 the following:

1. Promoting adequate premiums and protecting

25 23 policyholders in the event of substantial rate increases.

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25 24 2. Establishing minimum standards for producer education, 25 25 compensation, and testing; marketing practices; reporting 25 26 practices; and penalties related to the sale of long=term care 25 27 insurance in this state.

- 3. Establishing loss ratio standards for long=term care 25 29 insurance policies with specific reference to such policies.
- 25 30 4. Providing standards for full and fair disclosure by 25 31 setting forth the manner and content of disclosures required 25 32 for the sale of long=term care insurance policies including 25 33 terms of renewability; initial and subsequent conditions of 25 34 eligibility; nonduplication of coverage provisions; coverage 25 35 of dependents; effect of preexisting conditions; termination, continuation, or conversion of policies; probationary periods; limitations, exceptions, and reductions; elimination periods; 3 requirements for replacement; recurrent conditions; and 4 definitions of terms.
 - 5. Requiring certain remedial actions necessitated by 6 changes in the long-term care insurance market to provide fair 7 and reasonable protections for long=term care insurance 8 purchasers and beneficiaries.
- 6. Ensuring the prompt payment of clean claims.
 7. Administering the independent review process of 26 11 insurers' benefit trigger determinations. 26 12 Sec. 13. <u>NEW SECTION</u>. 514G.112 SEVI

Sec. 13. <u>NEW SECTION</u>. 514G.112 SEVERABILITY.

If any provision of this chapter or the application of this 26 14 chapter to any person or circumstance is for any reason held 26 15 to be invalid, the remainder of the chapter and the 26 16 application of the provision to other persons or circumstances shall not be affected.

Sec. 14. $\underline{\text{NEW SECTION}}$. 514G.113 PENALTIES. In addition to any other penalties provided by the laws of 26 20 this state, any insurer or any producer found to have violated 26 21 a provision of this chapter or any other requirement of this 26 22 state relating to the regulation of long=term care insurance 26 23 or the marketing of such insurance shall be subject to a fine 26 24 of up to three times the amount of any commission paid for 26 25 each policy involved in the violation, or up to ten thousand 26 26 dollars, whichever is greater.
26 27 Sec. 15. Section 514H.1, subsection 3, Code 2007, is

26 28 amended to read as follows: 26 29 3. "Long=term care insu 3. "Long=term care insurance" means long=term care 26 30 insurance as defined in section 514G.4 514G.103 and regulated 26 31 in section 514G.7 <u>514G.105</u>.

Sec. 16. Sections $\overline{514G}$.1 through 514G.8 and section

26 33 514G.10, Code 2007, are repealed. 26 34 Sec. 17. SENIOR HEALTH INSURANCE INFORMATION PROGRAM == 26 35 APPROPRIATION. There is appropriated from the general fund of 1 the state to the division of insurance of the department of 2 commerce for the fiscal year beginning July 1, 2008, and 3 ending June 30, 2009, the following amount, or so much thereof 4 as is necessary, for the use of the senior health insurance 5 information program:

60,000 6 \$

7 FTES 8 Sec. 18. EFFECTIVE DATE. The provision of this 9 Act enacting section 514G.109, subsection 2, paragraph 27 10 "c", and the section of this Act enacting section $27\ 11\ 514\mbox{G.110}$ take effect on January 1, 2009.

EXPLANATION

This bill repeals existing provisions regulating long=term 27 14 care insurance and creates new ones, provides for penalties, 27 15 repeals, and an appropriation. The new provisions apply to 27 16 policies delivered or issued for delivery in this state on or 27 17 after July 1, 2008.

27 18 DEFINITIONS == STANDARDS. The bill includes new and 27 19 additional definitions and expanded disclosure and performance 27 20 standards for long-term care insurance. These standards set 27 21 forth prohibited policy practices and permissible treatment of 27 22 preexisting conditions, prior hospitalizations, and 27 23 institutionalizations. The standards also allow applicants 27 24 for such insurance the right to return a policy and to receive 27 25 a refund. The standards require an outline of coverage and 27 26 specify contents of that outline and any group certificate 27 that is issued. Policies must be delivered within 30 days 27 28 after an application is approved. Individual life insurance 27 29 policies which provide for long=term care benefits within the 27 30 policy or by rider are required to provide a written policy 27 31 summary. If a long-term care benefit funded through life 27 32 insurance is in benefit payment status, the policyholder is 27 33 entitled to a monthly report. Within 60 days of denying a

27 34 claim under a long=term care insurance contract, an insurer 27 35 must provide a written explanation of the denial. INCONTESTABILITY PERIOD. The bill sets forth conditions 28 28

under which an insurer is allowed to rescind a long=term care insurance policy or certificate or deny a claim thereunder.

NONFORFEITURE BENEFITS. The bill requires insurers to offer long=term care insurance policyholders and certificate holders the option to purchase a nonforfeiture benefit. 6

PROMPT PAYMENT OF CLAIMS. The bill contains requirements 8 for prompt payment of claims when there are no circumstances

which prevent prompt payment from being made.

BENEFIT TRIGGER DETERMINATIONS. The bill requires insurers 9 28 10 28 11 to notify an insured making a claim under a long=term care 28 12 insurance policy when the insurer denies the payment of 28 13 benefits because the insured's benefit trigger has not been 28 14 met. The bill requires the insurer to provide an internal 28 15 review process to the insured to appeal the insurer's initial 28 16 benefit trigger determination. If the internal appeal 28 17 decision upholds the denial of benefits, the insurer must

28 18 notify the insured of additional internal appeal rights, if 28 19 any, and that the insured has the right to request an 28 20 independent review of the benefit trigger determination.

INDEPENDENT REVIEW. The bill sets forth the process for an 28 22 independent review of an insurer's benefit determination. 28 23 commissioner is required to certify a list of qualified 28 24 independent review entities that meet the specified criteria 28 25 required to be a reviewer of an insurer's benefit trigger 28 26 determination.

RULES. The commissioner is authorized to adopt rules 28 28 pursuant to Code chapter 17A related to long=term care 28 29 insurance and to the administration and enforcement of Code 28 30 chapter 514G.

SEVERABILITY. If any of the provisions of the bill are 28 32 found to be invalid, the remainder are not affected.

PENALTIES. If an insurer or insurance producer violates 28 34 any requirements relating to long=term care insurance or the 28 35 marketing of such insurance, that person is subject to a fine of up to three times the amount of any commission paid for each policy involved in the violation, or up to \$10,000, whichever is greater. This penalty is in addition to any 3 4 other penalties provided for by state law.

REPEALS. Code sections 514G.1 through 514G.8 and section 514G.10, which currently regulate long=term care insurance, are repealed on July 1, 2008.

SENIOR HEALTH INSURANCE INFORMATION PROGRAM == 9 APPROPRIATION. There is an appropriation of \$60,000 from the 29 10 state's general fund to fund one full=time position for the 29 11 senior health insurance information program in the division of 29 12 insurance. The purpose of this program is to assist in the 29 13 dissemination of objective and noncommercial educational 29 14 material and to raise public awareness of prudent consumer 29 15 choices in considering the purchase of various insurance 29 16 products designed for the health care needs of older Iowans.

29 17 EFFECTIVE DATE. The provisions of the Act referring to and 29 18 enacting the independent review process of benefit trigger

29 19 determinations take effect January 1, 2009.

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