By Senator Collins

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A bill to be entitled An act relating to payments for health care services; amending s. 95.11, F.S.; establishing a 3-year statute of limitations for an action to collect medical debt for services rendered by certain health care facilities; creating s. 222.26, F.S.; providing additional personal property exemptions from legal process for medical debts resulting from services provided in certain licensed facilities; amending s. 395.301, F.S.; requiring certain licensed facilities to post on their respective websites a consumerfriendly list of standard charges for a minimum number of shoppable health care services; requiring the facilities to provide such information in an alternative format as requested by the patient; defining terms; requiring licensed facilities to provide a good faith estimate of reasonably anticipated charges to the patient's health insurer and the patient, prospective patient, or patient's legal guardian within specified timeframes; requiring such facilities to provide the estimate in the manner selected by the patient, prospective patient, or patient's legal guardian; revising notification requirements for such estimates to include notification of a patient's legal quardian, if any; deleting the requirement that licensed facilities educate the public on the availability of such estimates upon request; revising a penalty; deleting construction; requiring licensed facilities to

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establish an internal grievance process for patients to submit grievances, including to dispute charges; requiring licensed facilities to make available on their respective websites information necessary for initiating a grievance; requiring licensed facilities to respond to a patient grievance within a specified timeframe; requiring licensed facilities to disclose certain information to patients, prospective patients, and patients' legal guardians, as applicable; providing a civil penalty; creating s. 395.3011, F.S.; defining the term "extraordinary collection action"; prohibiting licensed facilities from engaging in extraordinary collection actions against individuals to obtain payment for services under specified circumstances; amending s. 624.27, F.S.; revising the definition of the term "health care provider" for purposes of direct health care agreements; creating s. 627.446, F.S.; defining the term "health insurer"; requiring health insurers to provide an insured with an advanced explanation of benefits after receiving a patient estimate from a facility for scheduled services; providing requirements for the advanced explanation of benefits; creating s. 627.447, F.S.; prohibiting health insurers from prohibiting providers from disclosing certain information to an insured; defining the term "discounted cash price"; amending s. 627.6387, F.S.; revising the definition of the terms "health insurer" and "shared savings incentive" to conform to changes made by the act; requiring, rather

than authorizing, health insurers to offer a shared savings incentive program under certain circumstances; requiring that a certain notification required of health insurers include specified information; providing that a shared savings incentive offered by a health insurer constitutes a medical expense for purposes of rate development and rate filing; amending ss. 627.6648 and 641.31076, F.S.; providing that a shared savings incentive offered by a health insurer or health maintenance organization, respectively, constitutes a medical expense for rate development and rate filing purposes; amending ss. 475.01, 475.611, 517.191, 768.28, and 787.061, F.S.; conforming cross-references; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Present subsections (4) through (12) of section 95.11, Florida Statutes, are redesignated as subsections (5) through (13), respectively, a new subsection (4) is added to that section, and paragraph (b) of subsection (2), paragraph (n) of subsection (3), paragraphs (f) and (g) of present subsection (5), and present subsection (10) of that section are amended, to read:

95.11 Limitations other than for the recovery of real property.—Actions other than for recovery of real property shall be commenced as follows:

(2) WITHIN FIVE YEARS.—

(b) A legal or equitable action on a contract, obligation,

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or liability founded on a written instrument, except for an action to enforce a claim against a payment bond, which shall be governed by the applicable provisions of paragraph  $\underline{(6)(e)}$   $\underline{(5)(e)}$ , s. 255.05(10), s. 337.18(1), or s. 713.23(1)(e), and except for an action for a deficiency judgment governed by paragraph (6)(h)  $\underline{(5)(h)}$ .

- (3) WITHIN FOUR YEARS.-
- (n) An action for assault, battery, false arrest, malicious prosecution, malicious interference, false imprisonment, or any other intentional tort, except as provided in subsections  $\frac{(4)}{(5)}$ ,  $\frac{(6)}{(6)}$ , and  $\frac{(8)}{(7)}$ .
- (4) WITHIN THREE YEARS.—An action to collect medical debt for services rendered by a facility licensed under chapter 395, provided that the period of limitations runs from the date on which the facility completes written notification of the medical debt, either through the mail or via electronic means with evidence of receipt, in the delivery manner selected by the affected patient or the patient's legal representative or the date on which the facility refers the medical debt to a third party for collection, whichever date is later.
  - $(6)\frac{(5)}{(5)}$  WITHIN ONE YEAR.
- (f) Except for actions described in subsection (9) (8), a petition for extraordinary writ, other than a petition challenging a criminal conviction, filed by or on behalf of a prisoner as defined in s. 57.085.
- (g) Except for actions described in subsection (9) (8), an action brought by or on behalf of a prisoner, as defined in s. 57.085, relating to the conditions of the prisoner's confinement.

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(11) (10) FOR INTENTIONAL TORTS RESULTING IN DEATH FROM ACTS DESCRIBED IN S. 782.04 OR S. 782.07.—Notwithstanding paragraph (5)(e) (4)(e), an action for wrongful death seeking damages authorized under s. 768.21 brought against a natural person for an intentional tort resulting in death from acts described in s. 782.04 or s. 782.07 may be commenced at any time. This subsection shall not be construed to require an arrest, the filing of formal criminal charges, or a conviction for a violation of s. 782.04 or s. 782.07 as a condition for filing a civil action.

Section 2. Section 222.26, Florida Statutes, is created to read:

- 222.26 Additional exemptions from legal process concerning medical debt.—If a debt is owed for medical services provided by a facility licensed under chapter 395, the following property is exempt from attachment, garnishment, or other legal process in an action on such debt:
- (1) A debtor's interest, not to exceed \$10,000 in value, in a single motor vehicle as defined in s. 320.01(1).
- (2) A debtor's interest in personal property, not to exceed \$10,000 in value, if the debtor does not claim or receive the benefits of a homestead exemption under s. 4, Art. X of the State Constitution.

Section 3. Present paragraphs (b), (c), and (d) of subsection (1) of section 395.301, Florida Statutes, are redesignated as paragraphs (c), (d), and (e), respectively, present subsection (6) is redesignated as subsection (8), a new paragraph (b) is added to subsection (1), a new subsection (6) and subsection (7) are added to that section, and present

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paragraph (b) of subsection (1) of that section is amended, to read:

395.301 Price transparency; itemized patient statement or bill; patient admission status notification.—

- (1) A facility licensed under this chapter shall provide timely and accurate financial information and quality of service measures to patients and prospective patients of the facility, or to patients' survivors or legal guardians, as appropriate. Such information shall be provided in accordance with this section and rules adopted by the agency pursuant to this chapter and s. 408.05. Licensed facilities operating exclusively as state facilities are exempt from this subsection.
- (b) Each licensed facility shall post on its website a consumer-friendly list of standard charges for at least 300 shoppable health care services. If a facility provides fewer than 300 distinct shoppable health care services, it must make available on its website the standard charges for each service it provides. A facility shall provide the information in an alternative format as requested by the patient. As used in this paragraph, the term:
- 1. "Shoppable health care service" means a service that can be scheduled by a health care consumer in advance. The term includes, but is not limited to, the services described in s. 627.6387(2)(e) and any services defined in regulations or guidance issued by the United States Department of Health and Human Services.
- 2. "Standard charge" has the same meaning as the definition of that term in regulations or guidance issued by the United

  States Department of Health and Human Services for purposes of

hospital price transparency.

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(c) 1. (b) 1. Upon request, and Before providing any nonemergency medical services, each licensed facility shall provide in writing or by electronic means, in the manner requested by the patient, prospective patient, or patient's legal guardian, a good faith estimate of reasonably anticipated charges by the facility for the treatment of the patient's or prospective patient's specific condition. Such estimate must be provided to the patient, prospective patient, or patient's legal guardian upon scheduling a medical service. The facility must provide the estimate to the patient or prospective patient within 7 business days after the receipt of the request and is not required to adjust the estimate for any potential insurance coverage. The facility shall provide the estimate to the patient's health insurer, as defined in s. 627.446(1), and the patient or the patient's legal guardian at least 3 business days before a service is to be furnished, but no later than 1 business day after the service is scheduled or, in the case of a service scheduled at least 10 business days in advance, no later than 3 business days after the service is scheduled. The estimate may be based on the descriptive service bundles developed by the agency under s. 408.05(3)(c) unless the patient, or prospective patient, or patient's legal guardian requests a more personalized and specific estimate that accounts for the specific condition and characteristics of the patient or prospective patient. The facility shall inform the patient, or prospective patient, or patient's legal guardian that he or she may contact the patient's his or her health insurer or health maintenance organization for additional information concerning

cost-sharing responsibilities.

- 2. In the estimate, the facility shall provide to the patient, or patient's legal guardian information delivered in the patient's preferred format on the facility's financial assistance policy, including the application process, payment plans, and discounts and the facility's charity care policy and collection procedures.
- 3. The estimate shall clearly identify any facility fees and, if applicable, include a statement notifying the patient, or prospective patient, or patient's legal guardian that a facility fee is included in the estimate, the purpose of the fee, and that the patient may pay less for the procedure or service at another facility or in another health care setting.
- 4. Upon request, The facility shall notify the patient, or prospective patient, or patient's legal guardian of any revision to the estimate.
- 5. In the estimate, the facility must notify the patient, or prospective patient, or patient's legal guardian that services may be provided in the health care facility by the facility as well as by other health care providers that may separately bill the patient, if applicable.
- 6. The facility shall take action to educate the public that such estimates are available upon request.
- 7. Failure to timely provide the estimate pursuant to this paragraph shall result in a daily fine of \$1,000 until the estimate is provided to the patient, or prospective patient, or patient's legal guardian and the health insurer. The total fine per patient estimate may not exceed \$10,000.

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The provision of an estimate does not preclude the actual charges from exceeding the estimate.

- (6) Each facility shall establish an internal process for reviewing and responding to grievances from patients. Such process must allow patients to dispute charges that appear on the patient's itemized statement or bill. The facility shall prominently post on its website and indicate in bold print on each itemized statement or bill the instructions for initiating a grievance and the direct contact information required to initiate the grievance process. The facility shall provide an initial response to a patient grievance within 7 business days after the patient formally files a grievance disputing all or a portion of an itemized statement or bill.
- (7) Each licensed facility shall disclose to a patient, prospective patient, or a patient's legal guardian whether a cost-sharing obligation for a particular covered health care service or item exceeds the charge that applies to an individual who pays cash or the cash equivalent for the same health care service or item in the absence of health insurance coverage. The facility's failure to provide a disclosure compliant with this section may result in a fine not to exceed \$500 per incident.
- Section 4. Section 395.3011, Florida Statutes, is created to read:
  - 395.3011 Billing and collection activities.
- (1) As used in this section, the term "extraordinary collection action" means any of the following actions taken by a licensed facility against an individual in relation to obtaining payment of a bill for care covered under the facility's financial assistance policy:

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- (a) Selling the individual's debt to another party.
- (b) Reporting adverse information about the individual to consumer credit reporting agencies or credit bureaus.
- (c) Deferring, denying, or requiring a payment before providing medically necessary care because of the individual's nonpayment of one or more bills for previously provided care covered under the facility's financial assistance policy.
- (d) Actions that require a legal or judicial process, including, but not limited to:
  - 1. Placing a lien on the individual's property;
  - 2. Foreclosing on the individual's real property;
- 3. Attaching or seizing the individual's bank account or any other personal property;
  - 4. Commencing a civil action against the individual;
  - 5. Causing the individual's arrest; or
  - 6. Garnishing the individual's wages.
- (2) A facility may not engage in an extraordinary collection action against an individual to obtain payment for services:
- (a) Before the facility has made reasonable efforts to determine whether the individual is eligible for assistance under its financial assistance policy for the care provided and, if eligible, before a decision is made by the facility on the patient's application for such financial assistance.
- (b) Before the facility has provided the individual with an itemized statement or bill.
- (c) During an ongoing grievance process as described in s. 395.301(6) or an ongoing appeal of a claim adjudication.
  - (d) Before billing any applicable insurer and allowing the

insurer to adjudicate a claim.

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- (e) For 30 calendar days after notifying the patient in writing, by certified mail or by other traceable delivery method, that a collection action will commence absent additional action by the patient.
  - (f) While the individual:
- 1. Negotiates in good faith the final amount of a bill for services rendered; or
- 2. Complies with all terms of a payment plan with the facility.
- Section 5. Paragraph (b) of subsection (1) of section 624.27, Florida Statutes, is amended to read:
  - 624.27 Direct health care agreements; exemption from code.-
  - (1) As used in this section, the term:
- (b) "Health care provider" means a health care provider licensed under chapter 458, chapter 459, chapter 460, chapter 461, chapter 464, or chapter 466, chapter 490, or chapter 491, or a health care group practice, who provides health care services to patients.
- Section 6. Section 627.446, Florida Statutes, is created to read:
  - 627.446 Advanced explanation of benefits.-
- (1) As used in this section, the term "health insurer" means an authorized insurer issuing individual or group coverage under this chapter or a health maintenance organization issuing coverage through an individual or a group contract under chapter 641.
- (2) Each health insurer shall prepare an advanced explanation of benefits upon receiving a patient estimate from a

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facility pursuant to s. 395.301(1). The health insurer must provide the advanced explanation of benefits to the insured no later than 1 business day after receiving the patient estimate from the facility or, in the case of a service scheduled at least 10 business days in advance, no later than 3 business days after receiving such estimate.

(3) At a minimum, the advanced explanation of benefits must include detailed coverage and cost-sharing information pursuant to 42 U.S.C. s. 300gg-111 (2020) and the regulations and guidance adopted thereunder.

Section 7. Section 627.447, Florida Statutes, is created to read:

- 627.447 Disclosure of discounted cash prices.—A health insurer may not prohibit a provider from disclosing to an insured the option to pay the provider's discounted cash price for health care services. For purposes of this section, the term "discounted cash price" has the following meanings:
- (1) With respect to a hospital facility, the term has the same meaning as provided in 45 C.F.R. s. 180.20. The term does not include the amount charged to an individual pursuant to a facility's financial assistance policy.
- (2) With respect to a provider that is not a hospital, the term means the charge that is applied to an individual who paid for a health care service without filing an insurance claim.

Section 8. Paragraphs (b) and (c) of subsection (2), subsection (3), and paragraph (a) of subsection (4) of section 627.6387, Florida Statutes, are amended to read:

- 627.6387 Shared savings incentive program.-
- (2) As used in this section, the term:

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(b) "Health insurer" means an authorized insurer offering health insurance as defined in s.  $627.446 ext{ s. } 624.603$ .

- (c) "Shared savings incentive" means a voluntary and optional financial incentive that a health insurer <u>provides</u> may provide to an insured for choosing certain shoppable health care services under a shared savings incentive program, which and may include, but is not limited to, the incentives described in s. 626.9541(4)(a).
- (3) A health insurer <u>must</u> <u>may</u> offer a shared savings incentive program to provide incentives to an insured when the insured obtains a shoppable health care service from the health insurer's shared savings list. An insured may not be required to participate in a shared savings incentive program. A health insurer that offers a shared savings incentive program must:
- (a) Establish the program as a component part of the policy or certificate of insurance provided by the health insurer and notify the insureds and the office at least 30 days before program termination.
- (b) File a description of the program on a form prescribed by commission rule. The office must review the filing and determine whether the shared savings incentive program complies with this section.
- (c) Notify an insured annually and at the time of renewal, and an applicant for insurance at the time of enrollment, of the availability of the shared savings incentive program and the procedure to participate in the program and that participation by the insured is voluntary and optional.
- (d) Publish on a web page easily accessible to insureds and to applicants for insurance a list of shoppable health care

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services and health care providers and the shared savings incentive amount applicable for each service. A shared savings incentive may not be less than 25 percent of the savings generated by the insured's participation in any shared savings incentive offered by the health insurer. The baseline for the savings calculation is the average in-network amount paid for that service in the most recent 12-month period or some other methodology established by the health insurer and approved by the office.

- (e) At least quarterly, credit or deposit the shared savings incentive amount to the insured's account as a return or reduction in premium, or credit the shared savings incentive amount to the insured's flexible spending account, health savings account, or health reimbursement account, or reward the insured directly with cash or a cash equivalent.
- (f) Submit an annual report to the office within 90 business days after the close of each plan year. At a minimum, the report must include the following information:
- 1. The number of insureds who participated in the program during the plan year and the number of instances of participation.
- 2. The total cost of services provided as a part of the program.
- 3. The total value of the shared savings incentive payments made to insureds participating in the program and the values distributed as premium reductions, credits to flexible spending accounts, credits to health savings accounts, or credits to health reimbursement accounts.
  - 4. An inventory of the shoppable health care services

offered by the health insurer.

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- (4) (a) A shared savings incentive offered by a health insurer in accordance with this section:
- 1. Is not an administrative expense for rate development or rate filing purposes and shall be counted as a medical expense for such purposes.
- 2. Does not constitute an unfair method of competition or an unfair or deceptive act or practice under s. 626.9541 and is presumed to be appropriate unless credible data clearly demonstrates otherwise.
- Section 9. Paragraph (a) of subsection (4) of section 627.6648, Florida Statutes, is amended to read:
  - 627.6648 Shared savings incentive program.-
- (4) (a) A shared savings incentive offered by a health insurer in accordance with this section:
- 1. Is not an administrative expense for rate development or rate filing purposes and shall be counted as a medical expense for such purposes.
- 2. Does not constitute an unfair method of competition or an unfair or deceptive act or practice under s. 626.9541 and is presumed to be appropriate unless credible data clearly demonstrates otherwise.
- Section 10. Paragraph (a) of subsection (4) of section 641.31076, Florida Statutes, is amended to read:
  - 641.31076 Shared savings incentive program.-
- (4) A shared savings incentive offered by a health maintenance organization in accordance with this section:
- (a) Is not an administrative expense for rate development or rate filing purposes and shall be counted as a medical

expense for such purposes.

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Section 11. Paragraphs (a) and (j) of subsection (1) of section 475.01, Florida Statutes, are amended to read:

475.01 Definitions.-

- (1) As used in this part:
- (a) "Broker" means a person who, for another, and for a compensation or valuable consideration directly or indirectly paid or promised, expressly or impliedly, or with an intent to collect or receive a compensation or valuable consideration therefor, appraises, auctions, sells, exchanges, buys, rents, or offers, attempts or agrees to appraise, auction, or negotiate the sale, exchange, purchase, or rental of business enterprises or business opportunities or any real property or any interest in or concerning the same, including mineral rights or leases, or who advertises or holds out to the public by any oral or printed solicitation or representation that she or he is engaged in the business of appraising, auctioning, buying, selling, exchanging, leasing, or renting business enterprises or business opportunities or real property of others or interests therein, including mineral rights, or who takes any part in the procuring of sellers, purchasers, lessors, or lessees of business enterprises or business opportunities or the real property of another, or leases, or interest therein, including mineral rights, or who directs or assists in the procuring of prospects or in the negotiation or closing of any transaction which does, or is calculated to, result in a sale, exchange, or leasing thereof, and who receives, expects, or is promised any compensation or valuable consideration, directly or indirectly therefor; and all persons who advertise rental property

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information or lists. A broker renders a professional service and is a professional within the meaning of  $\underline{s.~95.11(5)(b)}$   $\underline{s.~95.11(4)(b)}$ . Where the term "appraise" or "appraising" appears in the definition of the term "broker," it specifically excludes those appraisal services which must be performed only by a state-licensed or state-certified appraiser, and those appraisal services which may be performed by a registered trainee appraiser as defined in part II. The term "broker" also includes any person who is a general partner, officer, or director of a partnership or corporation which acts as a broker. The term "broker" also includes any person or entity who undertakes to list or sell one or more timeshare periods per year in one or more timeshare plans on behalf of any number of persons, except as provided in ss. 475.011 and 721.20.

(j) "Sales associate" means a person who performs any act specified in the definition of "broker," but who performs such act under the direction, control, or management of another person. A sales associate renders a professional service and is a professional within the meaning of  $\underline{s}$ .  $\underline{95.11(4)(b)}$ .

Section 12. Paragraph (h) of subsection (1) of section 475.611, Florida Statutes, is amended to read:

475.611 Definitions.

- (1) As used in this part, the term:
- (h) "Appraiser" means any person who is a registered trainee real estate appraiser, a licensed real estate appraiser, or a certified real estate appraiser. An appraiser renders a professional service and is a professional within the meaning of  $\underline{s}$ . 95.11(5)(b)  $\underline{s}$ . 95.11(4)(b).

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Section 13. Subsection (7) of section 517.191, Florida Statutes, is amended to read:

- 517.191 Injunction to restrain violations; civil penalties; enforcement by Attorney General.—
- (7) Notwithstanding <u>s. 95.11(5)(f)</u> <u>s. 95.11(4)(f)</u>, an enforcement action brought under this section based on a violation of any provision of this chapter or any rule or order issued under this chapter shall be brought within 6 years after the facts giving rise to the cause of action were discovered or should have been discovered with the exercise of due diligence, but not more than 8 years after the date such violation occurred.

Section 14. Subsection (14) of section 768.28, Florida Statutes, is amended to read:

- 768.28 Waiver of sovereign immunity in tort actions; recovery limits; civil liability for damages caused during a riot; limitation on attorney fees; statute of limitations; exclusions; indemnification; risk management programs.—
- (14) Every claim against the state or one of its agencies or subdivisions for damages for a negligent or wrongful act or omission pursuant to this section shall be forever barred unless the civil action is commenced by filing a complaint in the court of appropriate jurisdiction within 4 years after such claim accrues; except that an action for contribution must be commenced within the limitations provided in s. 768.31(4), and an action for damages arising from medical malpractice or wrongful death must be commenced within the limitations for such actions in  $\underline{s. 95.11(5)}$   $\underline{s. 95.11(4)}$ .
  - Section 15. Subsection (4) of section 787.061, Florida

20241640\_\_\_ 14-01322B-24 523 Statutes, is amended to read: 524 787.061 Civil actions by victims of human trafficking.-525 (4) STATUTE OF LIMITATIONS.—The statute of limitations as specified in s. 95.11(8) or (10) s. 95.11(7) or (9), as 526 applicable, governs an action brought under this section. 527 528 Section 16. This act shall take effect October 1, 2024.