

26 Section 1. Subsection (7) of section 408.7057, Florida
 27 Statutes, is renumbered as subsection (8), subsection (5) is
 28 amended, paragraph (i) is added to subsection (2), and a new
 29 subsection (7) is added to that section, to read:

30 408.7057 Statewide provider and health plan claim dispute
 31 resolution program.—

32 (2)

33 (i) A health plan may not decline to participate in a
 34 filed claim. Failure to respond as provided in paragraph (f)
 35 shall result in a default against the health plan.

36 (5) The agency shall notify within 7 days the appropriate
 37 licensure or certification entity whenever there is:

38 (a) A failure to pay as provided in subsection (7); or

39 (b) A violation of a final order issued by the agency
 40 pursuant to this section.

41 (7) A health plan that does not prevail in the agency's
 42 order shall pay the provider the amount provided in the order
 43 within 35 days after the order is entered. A health plan that
 44 does not pay the required amount within this timeframe is
 45 subject to a penalty of not more than \$500 per day until the
 46 amount is paid.

47 Section 2. Subsection (2) of section 627.4302, Florida
 48 Statutes, is amended to read:

49 627.4302 Identification cards for processing prescription
 50 drug claims.—

51 (2) Any health insurer or health maintenance organization
52 and all state and local government entities entering into an
53 agreement to provide coverage for prescription drugs on an
54 outpatient basis shall provide a benefits-identification card
55 containing the following information:

56 (a) The name of the claim processor.

57 (b) The electronic-claims payor identification number or
58 the issuer identification number, also referred to as the
59 Banking Identification Number or "BIN," assigned by the American
60 National Standards Institute.

61 (c) The insured's prescription group number.

62 (d) The insured's identification number.

63 (e) The insured's name.

64 (f) The claims submission name and address.

65 (g) The help desk telephone number.

66 (h) The type of plan, only if the plan is filed in this
67 state; an indication that the plan is self-funded; or the name
68 of the network.

69 1. If the plan is subject to state regulation, the
70 identification card must include the letters "FL" on the back
71 left-hand corner of the card, under which a quick response (QR)
72 code must be displayed directing the insured or the subscriber
73 to the consumer services website of the Division of Consumer
74 Services of the department. Based on the plan, the website may
75 display the name of the regulatory entity with relevant contact

76 information, including a telephone number or website hyperlink
 77 for the entity. The website may also include the following
 78 notice: "If your plan card does not display 'FL' on the back
 79 left-hand corner of the card, your plan may be regulated by
 80 another state, another Florida state agency, or the Federal
 81 Government. If you need assistance in locating the appropriate
 82 regulator for your plan, please visit the Get Insurance Help web
 83 page of the Division of Consumer Services."

84 2. Subparagraph 1. applies to benefits-identification
 85 cards issued or reissued on or after January 1, 2025.

86 3. The department may adopt rules to implement necessary
 87 changes to the consumer services website and hotline of the
 88 Division of Consumer Services to best assist insureds or
 89 subscribers who are at an impasse with their insurers or health
 90 maintenance organizations, respectively.

91 (i) ~~(h)~~ Any other information that the entity finds will
 92 assist in the processing of the claim.

93
 94 The information required in paragraphs (a), (b), (g), and (i)
 95 ~~(h)~~ must be provided on the card, unless instruction is provided
 96 on the card for ready access to such information by electronic
 97 means.

98 Section 3. Paragraph (c) of subsection (3) of section
 99 627.642, Florida Statutes, is amended to read:

100 627.642 Outline of coverage.—

101 (3) In addition to the outline of coverage, a policy as
102 specified in s. 627.6699(3)(k) must be accompanied by an
103 identification card that contains, at a minimum:

104 (c) The type of plan, only if the plan is filed in this
105 ~~the state;~~ an indication that the plan is self-funded; ~~or the~~
106 name of the network.

107 1. If the plan is subject to state regulation, the
108 identification card must include the letters "FL" on the back
109 left-hand corner of the card, under which a quick response (QR)
110 code must be displayed directing the insured to the consumer
111 services website of the Division of Consumer Services of the
112 department. Based on the plan, the website may display the name
113 of the regulatory entity with relevant contact information,
114 including a telephone number or website hyperlink for the
115 entity. The website may also include the following notice: "If
116 your plan card does not display 'FL' on the back left-hand
117 corner of the card, your plan may be regulated by another state,
118 another Florida state agency, or the Federal Government. If you
119 need assistance in locating the appropriate regulator for your
120 plan, please visit the Get Insurance Help web page of the
121 Division of Consumer Services."

122 2. Subparagraph 1. applies to identification cards issued
123 or reissued on or after January 1, 2025.

124 3. The department may adopt rules to implement necessary
125 changes to the consumer services website and hotline of the

126 Division of Consumer Services to best assist insureds who are at
 127 an impasse with their insurers.

128
 129 The identification card must present the information in a
 130 readily identifiable manner or, alternatively, the information
 131 may be embedded on the card and available through magnetic
 132 stripe or smart card. The information may also be provided
 133 through other electronic technology.

134 Section 4. Paragraph (c) of subsection (2) of section
 135 627.657, Florida Statutes, is amended to read:

136 627.657 Provisions of group health insurance policies.—

137 (2) The medical policy as specified in s. 627.6699(3)(k)
 138 must be accompanied by an identification card that contains, at
 139 a minimum:

140 (c) The type of plan, only if the plan is filed in the
 141 state; ~~an indication that the plan is self-funded;~~ or the name
 142 of the network.

143 1. If the plan is subject to state regulation, the
 144 identification card must include the letters "FL" on the back
 145 left-hand corner of the card, under which a quick response (QR)
 146 code must be displayed directing the insured or the subscriber
 147 to the consumer services website of the Division of Consumer
 148 Services of the department. Based on the plan, the website may
 149 display the name of the regulatory entity with relevant contact
 150 information, including a telephone number or website hyperlink

151 for the entity. The website may also include the following
152 notice: "If your plan card does not display 'FL' on the back
153 left-hand corner of the card, your plan may be regulated by
154 another state, another Florida state agency, or the Federal
155 Government. If you need assistance in locating the appropriate
156 regulator for your plan, please visit the Get Insurance Help web
157 page of the Division of Consumer Services."

158 2. Subparagraph 1. applies to identification cards issued
159 or reissued on or after January 1, 2025.

160 3. The department may adopt rules to implement necessary
161 changes to the consumer services website and hotline of the
162 Division of Consumer Services to best assist insureds who are at
163 an impasse with their insurers.

164
165 The identification card must present the information in a
166 readily identifiable manner or, alternatively, the information
167 may be embedded on the card and available through magnetic
168 stripe or smart card. The information may also be provided
169 through other electronic technology.

170 Section 5. Paragraph (c) of subsection (42) of section
171 641.31, Florida Statutes, is amended to read:

172 641.31 Health maintenance contracts.—

173 (42) The contract, certificate, or member handbook must be
174 accompanied by an identification card that contains, at a
175 minimum:

176 (c) A statement that the health plan is a health
177 maintenance organization. Only a health plan with a certificate
178 of authority issued under this chapter may be identified as a
179 health maintenance organization.

180 1. If the plan is subject to state regulation, the
181 identification card must include the letters "FL" on the back
182 left-hand corner of the card, under which a quick response (QR)
183 code must be displayed directing the insured or the subscriber
184 to the consumer services website of the Division of Consumer
185 Services of the department. Based on the plan, the website may
186 display the name of the regulatory entity with relevant contact
187 information, including a telephone number or website hyperlink
188 for the entity. The website may also include the following
189 notice: "If your plan card does not display 'FL' on the back
190 left-hand corner of the card, your plan may be regulated by
191 another state, another Florida state agency, or the Federal
192 Government. If you need assistance in locating the appropriate
193 regulator for your plan, please visit the help web page of the
194 Division of Consumer Services."

195 2. Subparagraph 1. applies to identification cards issued
196 or reissued on or after January 1, 2025.

197 3. The department may adopt rules to implement necessary
198 changes to the consumer services website and hotline of the
199 Division of Consumer Services to best assist subscribers who are
200 at an impasse with their health maintenance organizations.

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201
202 The identification card must present the information in a
203 readily identifiable manner or, alternatively, the information
204 may be embedded on the card and available through magnetic
205 stripe or smart card. The information may also be provided
206 through other electronic technology.

207 Section 6. This act shall take effect January 1, 2025.