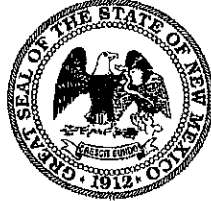


STATE OF NEW MEXICO  
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**BULLETIN NO. 2014-006**

**April 2, 2014**

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**TO: ALL HEALTH CARE INSURERS THAT PROVIDE, OFFER OR ADMINISTER HEALTH BENEFIT PLANS SUBJECT TO THE MANAGED HEALTH CARE GRIEVANCE PROCEDURES**

**RE: GRIEVANCES RECEIVED AND HANDLED BY A HEALTH CARE INSURER DURING PRIOR CALENDAR YEAR [Repeals and Replaces Insurance Bulletin No. 2013-03]**

**THE FOLLOWING BULLETIN** is issued pursuant to Insurance Bulletin Rules, 13 NMAC 13.1.2.1 to 13.1.2.10. This Bulletin repeals and replaces OSI (formerly Insurance Division of the NM Public Regulation Commission) Bulletin No. 2013-03.

The Patient Protection Act, specifically Section 59A-57-5(D) NMSA 1978 provides that the OSI (formerly Insurance Division of the NM Public Regulation Commission) shall prepare an annual report assessing the operations of managed health care plans subject to the Office of Superintendent's oversight, including information about consumer complaints. Subsection A of 13.10.17.12 NMAC requires health care insurers to maintain a grievance register to record all grievances received and handled by a health care insurer during the prior calendar year.

In order to comply with the statutory requirement in Section 59A-57-5(D) NMSA 1978 and the regulatory requirement in Subsection C of 13.10.17.12 NMAC, the Superintendent of Insurance hereby requires, pursuant to Section 59A-4-3 NMSA 1978 and Subsection A of 13.12.8 NMAC, all grievance registers maintained by health care insurers in New Mexico be provided to the Superintendent of Insurance by May 1<sup>st</sup> of every year.

In addition, this bulletin requires insurers to provide information that is applicable to the type of grievance filed such as Pre-Authorization, Co-Insurance, Deductibles, Balance Billing,

Out of Network/In Network and Referrals as recommended by the National Association of Insurance Commissioners.

The information shall be provided by completing the grievance Excel spreadsheet which can be found at <http://www.osi.state.nm.us/insurance-bulletins/index.html>. Upon completion, the grievance Excel spreadsheet shall be submitted via electronic mail to [kathi.padilla@state.nm.us](mailto:kathi.padilla@state.nm.us). Any questions regarding this Bulletin may be directed to Kathi Padilla at 505-827-3811.

**DONE AND ORDERED** on this 2<sup>nd</sup> day of April, 2014.

*John G. Franchini, Acting Superintendent*  
**JOHN G. FRANCHINI**  
**SUPERINTENDENT OF INSURANCE**