

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2013

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HOUSE PRINCIPAL CLERK

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HOUSE DRH70103-MG-72A (02/28)

Short Title: Medicaid Managed Care/Behavioral Health Svcs. (Public)

Sponsors: Representatives Dollar and Burr (Primary Sponsors).

Referred to:

1 A BILL TO BE ENTITLED
2 AN ACT TO ESTABLISH STANDARDS FOR MEDICAID MANAGED CARE FOR
3 BEHAVIORAL HEALTH SERVICES UNDER THE 1915(B)/(C) MEDICAID WAIVER,
4 INCLUDING THE ESTABLISHMENT OF GRIEVANCE AND APPEAL
5 PROCEDURES FOR ENROLLEES.

6 The General Assembly of North Carolina enacts:

7 **SECTION 1.** The General Statutes are amended by adding a Chapter to read:

8 **"Chapter 108D.**

9 **"Medicaid Managed Care for Behavioral Health Services.**

10 **"Article 1.**

11 **"General Provisions.**

12 **"§ 108D-1. Definitions.**

13 The following definitions apply in this Chapter, unless the context clearly requires
14 otherwise:

- 15 (1) Applicant. – A provider of MH/IDD/SA who is seeking to participate in the
16 closed network of one or more LME/MCOs.
17 (2) Closed network. – The network of providers who have contracted with an
18 LME/MCO to furnish MH/IDD/SA services to enrollees.
19 (3) Contested case hearing. – The hearing or hearings conducted at OAH
20 pursuant to G.S. 108D-29 to resolve a dispute between an enrollee and an
21 LME/MCO about a managed care action.
22 (4) Department. – The North Carolina Department of Health and Human
23 Services.
24 (5) Emergency medical condition. – As defined in 42 C.F.R. § 438.114.
25 (6) Emergency services. – As defined in 42 C.F.R. § 438.114.
26 (7) Enrollee. – A Medicaid beneficiary who is currently enrolled in an MCO or
27 PIHP operated by an LME/MCO.
28 (8) Local Management Entity or LME. – As defined in G.S. 122C-3(20b).
29 (9) Local Management Entity/Managed Care Organization or LME/MCO. – An
30 LME that has been approved by the Department to operate an MCO or PIHP
31 in accordance with 42 C.F.R. Part 438.
32 (10) Managed care action. – An action, as defined in 42 C.F.R. § 438.400(b).
33 (11) Managed Care Organization or MCO. – As defined in 42 C.F.R. § 438.2.
34 (12) MH/IDD/SA. – Those mental health, intellectual or developmental
35 disabilities, and substance abuse services covered under a contract in effect
36 between the Department and an LME to operate an MCO or PIHP under the



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1 1915(b)/(c) Medicaid Waivers approved by the federal Centers for Medicare
2 and Medicaid Services (CMS).

3 (13) Network Provider. – An appropriately credentialed provider of MH/IDD/SA
4 services who has entered into a contract for participation in the closed
5 network of one or more LME/MCOs. The term also includes a provider of
6 emergency services.

7 (14) Notice of managed care action. – The notice required by 42 C.F.R. §
8 438.404.

9 (15) Notice of resolution. – The notice described in 42 C.F.R. § 438.408(e).

10 (16) OAH. – The North Carolina Office of Administrative Hearings.

11 (17) Prepaid Inpatient Health Plan or PIHP. – As defined in 42 C.F.R. § 438.2.

12 (18) Provider of emergency services. – A provider that is qualified to furnish
13 emergency services to evaluate or stabilize an enrollee's emergency medical
14 condition.

15 **"§ 108D-2. Scope; applicability of this Chapter.**

16 This Chapter applies to every LME/MCO and to every applicant, enrollee, provider of
17 emergency services, and network provider of an LME/MCO.

18 **"§ 108D-3. Conflicts; severability.**

19 (a) To the extent that this Chapter conflicts with the Social Security Act or 42 C.F.R.
20 Part 438, federal law prevails to the extent of the conflict.

21 (b) To the extent that this Chapter conflicts with any other provision of State law that is
22 contrary to the principles of managed care that will ensure successful containment of costs for
23 behavioral health care services, this Chapter prevails and applies.

24 (c) If any section, term, or provision of this Chapter is adjudged invalid for any reason,
25 these judgments shall not affect, impair, or invalidate any other section, term, or provision of
26 this Chapter, but the remaining sections, terms, and provisions shall be and remain in full force
27 and effect.

28 "Article 2.

29 "Rights and Responsibilities of LME/MCOs, Providers, and Applicants.

30 **"§ 108D-10. Right to operate a closed network.**

31 Each LME/MCO has the right to operate a closed network of appropriate providers
32 sufficient to provide adequate access to all MH/IDD/SA services covered under the contract in
33 effect between the LME/MCO and the Department, in accordance with 42 C.F.R. §
34 438.206(b)(1) and 42 C.F.R. § 438.214. The relationship between an LME/MCO and a
35 provider is contractual, and the provider does not have the right to join the closed network of
36 any LME/MCO.

37 **"§ 108D-11. Provider selection and screening.**

38 Each LME/MCO shall select, credential, and re-credential its providers in accordance with
39 42 C.F.R. § 438.214. In addition, each LME/MCO shall comply with the provider screening
40 and designation requirements of G.S. 108C-3 and any other applicable State law.

41 **"§ 108D-12. Criminal history record checks of applicants and providers.**

42 Each LME/MCO shall conduct a criminal history record check of each applicant, each
43 provider, each person with an ownership or control interest in the applicant or provider, and
44 each managing employee of the applicant or provider, in accordance with federal law and
45 regulation. In addition, the LME/MCO shall deny or terminate enrollment to an applicant or
46 provider in accordance with G.S. 108C-4. For the purpose of this section, "person with an
47 ownership or control interest" and "managing employee" are as defined in 42 C.F.R. § 455.101.

48 **"§ 108D-13. Investigations and audits.**

49 (a) An LME/MCO is authorized to conduct, and providers shall cooperate with, all
50 announced and unannounced site visits, audits, investigations, post-payment reviews,

1 monitoring, or any other program integrity activities permitted under federal law or under the
2 terms and conditions of the contract in effect between the LME/MCO and the Department.

3 (b) The LME/MCO shall avoid interfering with the clinical activities of the provider
4 while conducting the activities authorized by this subsection on the provider's premises.

5 **"§ 108D-14. Threshold recovery of overpayments.**

6 An LME/MCO shall not pursue recovery of any overpayments owed to the LME/MCO for
7 any total amount less than one hundred fifty dollars (\$150.00) unless directed to do so by the
8 Centers for Medicare and Medicaid Services, or unless recovery would be cost-effective and in
9 the best interest of the LME/MCO.

10 **"§ 108D-15. Suspension of payments to providers.**

11 (a) An LME/MCO is authorized to suspend payments to a provider in accordance with
12 42 C.F.R. § 455.23, and under any of the following circumstances:

13 (1) If a contract in effect between the LME/MCO and a provider has been
14 suspended or terminated in order to recover an overpayment identified by
15 the LME/MCO.

16 (2) If the suspension or termination of payments to the provider is in accordance
17 with the terms and conditions of a contract in effect between the LME/MCO
18 and the provider.

19 (b) When issuing payment suspensions authorized by this section, the LME/MCO may
20 suspend payment to all providers that share the same IRS Employee Identification Number or
21 corporate parent as the provider or provider site location which has had its contract suspended
22 or terminated or which owes the identified overpayment. The LME/MCO shall give at least 30
23 days' advance written notice to all providers that share the same IRS Employee Identification
24 Number or corporate parent as the provider or provider site location of the LME/MCO's
25 intention to implement a payment suspension.

26 (c) In lieu of a payment suspension authorized by this section, an LME/MCO may, but
27 is not required to, establish a payment plan for a provider to pay an identified overpayment,
28 including interest and any penalty, unless payment suspension is otherwise required under 42
29 U.S.C. § 455.23.

30 (d) All payments suspended in accordance with this section shall be applied toward any
31 amounts owed by the provider to the LME/MCO.

32 **"§ 108D-16. Prepayment claims review; no right to appeal.**

33 (a) In order to ensure that claims presented to an LME/MCO by a provider for payment
34 meet the requirements of federal and State laws and medical necessity criteria, an LME/MCO
35 may require the provider to undergo prepayment claims review by the LME/MCO or its vendor
36 in accordance with G.S. 108C-7.

37 (b) A provider does not have the right to appeal a decision by an LME/MCO to place
38 the provider on prepayment claims review, and OAH does not have jurisdiction over this
39 decision.

40 **"§ 108D-17. Change of ownership.**

41 A provider shall notify each LME/MCO with whom it contracts of any change in ownership
42 at least 30 calendar days prior to the effective date of the change. For the purpose of this
43 subsection, any of the following occurrences constitutes a change of ownership:

44 (1) In the case of a partnership, the removal, addition, or substitution of a
45 partner, unless the partners expressly agree otherwise, as permitted by
46 Chapter 59 of the General Statutes.

47 (2) In the case of a Limited Liability Company (LLC), the withdrawal or
48 removal of a member, or when a person acquires a membership interest from
49 the LLC, or when a business entity converts or merges into the LLC
50 pursuant to Chapter 57A of the General Statutes.

- 1 (3) In the case of an unincorporated sole proprietorship, the transfer of title and
2 property of the provider to another party.
- 3 (4) A one hundred percent (100%) stock purchase, the merger of the provider
4 corporation into another corporation, or the consolidation of two or more
5 corporations, which may or may not result in the creation of a new
6 corporation.
- 7 (5) The lease of all or part of a provider's facility that will continue to be utilized
8 for the provision of services, goods, supplies, or merchandise to an enrollee
9 shall constitute a change of ownership of the leased portion.

10 **"§ 108D-18. Resolution of disputes between LME/MCOs and providers or applicants.**

- 11 (a) All disputes between an LME/MCO and a provider or applicant, including disputes
12 about the terms and conditions of a contract in effect between the LME/MCO and a provider,
13 are governed by 42 C.F.R Part 438.
- 14 (b) G.S. 122C-151.3, G.S. 122C-151.4, and any rules or policies adopted pursuant to
15 those sections do not apply to disputes concerning LME/MCOs.
- 16 (c) The venue for all legal actions concerning a dispute between an LME/MCO and a
17 provider or applicant shall be in the superior court of the county in which the corporate office
18 of the LME/MCO is located, unless the contract in effect between the LME/MCO and the
19 provider or applicant specifies a different venue.
- 20 (d) Notwithstanding any other law, OAH does not have jurisdiction over any dispute
21 between an LME/MCO and a provider or applicant.

22 "Article 3.

23 "Enrollee Grievances and Appeals.

24 **"§ 108D-25. LME/MCO grievance and appeal procedures, generally.**

- 25 (a) Each LME/MCO shall establish and maintain internal grievance and appeal
26 procedures that (i) comply with the Social Security Act and 42 C.F.R. Part 438, Subpart F, and
27 (ii) afford enrollees, and providers authorized in writing to act on behalf of enrollees,
28 constitutional rights to due process and a fair hearing.
- 29 (b) Enrollees, or providers authorized in writing to act on behalf of enrollees, may file
30 requests for grievances and LME/MCO level appeals orally or in writing. However, unless the
31 enrollee or provider requests an expedited appeal, the oral filing must be followed by a written,
32 signed grievance or appeal.
- 33 (c) An LME/MCO shall not attempt to influence, limit, or interfere with an enrollee's
34 right or decision to file a grievance, request for an LME/MCO level appeal, or a contested case
35 hearing. However, nothing in this Chapter shall be construed to prevent an LME/MCO from
36 doing any of the following:
- 37 (1) Offering an enrollee alternative services.
- 38 (2) Engaging in clinical or educational discussions with enrollees or providers.
- 39 (3) Engaging in informal attempts to resolve enrollee concerns prior to the
40 issuance of a notice of grievance disposition or notice of resolution.
- 41 (d) An LME/MCO shall not take punitive action against a provider for any of the
42 following:
- 43 (1) Filing a grievance on behalf of an enrollee or supporting an enrollee's
44 grievance.
- 45 (2) Requesting an LME/MCO level appeal on behalf of an enrollee or
46 supporting an enrollee's request for an LME/MCO level appeal.
- 47 (3) Requesting an expedited LME/MCO level appeal on behalf of an enrollee or
48 supporting an enrollee's request for an LME/MCO level expedited appeal.
- 49 (4) Requesting a contested case hearing on behalf of an enrollee or supporting
50 an enrollee's request for a contested case hearing.

51 **"§ 108D-26. LME/MCO grievances.**

1 (a) Filing of Grievance. – An enrollee, or a provider authorized in writing to act on
2 behalf of an enrollee, has the right to file a grievance with an LME/MCO at any time to express
3 dissatisfaction about any matter other than a managed care action. Upon receipt of a grievance,
4 an LME/MCO shall acknowledge receipt of the grievance in writing by United States mail.

5 (b) Notice of Grievance Disposition. – The LME/MCO shall resolve the grievance as
6 expeditiously as the enrollee's health condition requires, but no later than 90 days after receipt
7 of the grievance. The LME/MCO shall provide the enrollee and all other affected parties with
8 written notice of the grievance disposition by United States mail within this 90-day period.

9 (c) Right to Request LME/MCO Level Appeal. – An enrollee, or a provider authorized
10 in writing to act on behalf of an enrollee, may file a request for an LME/MCO level appeal of a
11 grievance disposition pursuant to G.S. 108D-27 as long as the enrollee or provider has
12 exhausted the grievance procedure described in this section.

13 (d) Notice of Right to Request LME/MCO Level Appeal. – In the same mailing as the
14 grievance disposition, the LME/MCO shall also notify the enrollee of the right to file a request
15 for an LME/MCO level appeal of the grievance disposition pursuant to G.S. 108D-27.

16 **"§ 108D-27. Standard LME/MCO level appeals.**

17 (a) Notice of Managed Care Action. – An LME/MCO shall provide an enrollee with
18 written notice of a managed care action by United States mail in a manner consistent with 42
19 C.F.R. Part 438, Subpart F.

20 (b) Request for Appeal. – An enrollee, or a provider authorized in writing to act on
21 behalf of the enrollee, has the right to file a request for an LME/MCO level appeal of a
22 grievance disposition or a notice of managed care action no later than 30 days after the mailing
23 date of the grievance disposition or notice of managed care action. Upon receipt of a request for
24 an LME/MCO level appeal, an LME/MCO shall acknowledge receipt of the request for appeal
25 in writing by United States mail.

26 (c) Continuation of Benefits. – An LME/MCO shall continue the enrollee's benefits
27 during the pendency of an LME/MCO level appeal to the same extent required under 42 C.F.R.
28 § 438.420.

29 (d) Notice of Resolution. – The LME/MCO shall resolve the appeal as expeditiously as
30 the enrollee's health condition requires, but no later than 45 days after receiving the request for
31 appeal. The LME/MCO shall provide the enrollee and all other affected parties with a written
32 notice of resolution by United States mail within this 45-day period.

33 (e) Right to Request Contested Case Hearing. – An enrollee, or a provider authorized in
34 writing to act on behalf of an enrollee, may file a request for a contested case hearing pursuant
35 to G.S. 108D-29 as long as the enrollee or provider has exhausted the grievance procedures
36 described in G.S. 108D-26, if applicable, and the appeal procedures described in G.S. 108D-27
37 or G.S. 108D-28.

38 (f) Request Form for Contested Case Hearing. – In the same mailing as the notice of
39 resolution, the LME/MCO shall also provide the enrollee with an appeal request form for a
40 contested case hearing that meets the requirements of G.S. 108D-29(e).

41 **"§ 108D-28. Expedited LME/MCO level appeals.**

42 (a) Request for Expedited Appeal. – When the time limits for completing a standard
43 appeal could seriously jeopardize the enrollee's life or health or ability to attain, maintain, or
44 regain maximum function, an enrollee, or a provider authorized in writing to act on behalf of an
45 enrollee, has the right to file a request for an expedited appeal of a managed care action no later
46 than 30 days after the mailing date of the notice of managed care action. For expedited appeal
47 requests made by enrollees, the LME/MCO shall determine if the enrollee qualifies for an
48 expedited appeal. For expedited appeal requests made by providers on behalf of enrollees, the
49 LME/MCO shall presume an expedited appeal is necessary.

50 (b) Notice of Denial for Expedited Appeal. – If the LME/MCO denies a request for an
51 expedited LME/MCO level appeal, the LME/MCO shall make reasonable efforts to give the

1 enrollee and all other affected parties oral notice of the denial and follow up with written notice
2 of denial by United States mail by no later than two calendar days after receiving the request
3 for an expedited appeal. In addition, the LME/MCO shall resolve the appeal within the time
4 limits established for standard LME/MCO level appeals in G.S. 108D-27.

5 (c) Continuation of Benefits. – An LME/MCO shall continue the enrollee's benefits
6 during the pendency of an expedited LME/MCO level appeal to the extent required under 42
7 C.F.R. § 438.420.

8 (d) Notice of Resolution. – If the LME/MCO grants a request for an expedited
9 LME/MCO level appeal, the LME/MCO shall resolve the appeal as expeditiously as the
10 enrollee's health condition requires, and no later than three working days after receiving the
11 request for an expedited appeal. The LME/MCO shall provide the enrollee and all other
12 affected parties with a written notice of resolution by United States mail within this three-day
13 period.

14 (e) Right to Request Contested Case Hearing. – An enrollee, or a provider authorized in
15 writing to act on behalf of an enrollee, may file a request for a contested case hearing pursuant
16 to G.S. 108D-29 as long as the enrollee or provider has exhausted the grievance procedures
17 described in G.S. 108D-26, if applicable, and the appeal procedures described in G.S. 108D-27
18 or G.S. 108D-28.

19 (f) Request Form for Contested Case Hearing. – In the same mailing as the notice of
20 resolution, the LME/MCO shall also provide the enrollee with an appeal request form for a
21 contested case hearing that meets the requirements of G.S. 108D-29(e).

22 **"§ 108D-29. Contested case hearings on disputed managed care actions.**

23 (a) Jurisdiction of OAH. – The Office of Administrative Hearings does not have
24 jurisdiction over a dispute concerning a grievance or managed care action, except as expressly
25 set forth in this Chapter.

26 (b) Exclusive Administrative Remedy. – Notwithstanding any provision of State law or
27 rules to the contrary, this section is the exclusive method for an enrollee to contest a notice of
28 resolution issued by an LME/MCO. G.S. 108A-70.9A, 108A-70.9B, and 108A-70.9C do not
29 apply to enrollees contesting a grievance or managed care action.

30 (c) Request for Contested Case Hearing. – A request for an administrative hearing to
31 appeal a notice of resolution issued by an LME/MCO is a contested case subject to the
32 provisions of Article 3 of Chapter 150B of the General Statutes. An enrollee, or a provider
33 authorized in writing to act on behalf of an enrollee, has the right to file a request for appeal to
34 contest a notice of resolution as long as the enrollee or provider has exhausted the grievance
35 procedures described in G.S. 108D-26, if applicable, and the appeal procedures described in
36 G.S. 108D-27 or G.S. 108D-28.

37 (d) Filing Procedure. – An enrollee, or a provider authorized in writing to act on behalf
38 of an enrollee, may file a request for an appeal by sending an appeal request form that meets
39 the requirements of subsection (e) of this section to OAH and the affected LME/MCO by no
40 later than 30 days after the mailing date of the notice of resolution. A request for appeal is
41 deemed filed when a completed and signed appeal request form has been both submitted into
42 the care and custody of the chief hearings clerk of OAH and accepted by the chief hearings
43 clerk. Upon receipt of a timely filed appeal request form, information contained in the notice of
44 resolution is no longer confidential, and the LME/MCO shall immediately forward a copy of
45 the notice of resolution to OAH electronically. OAH may dispose of these records after one
46 year.

47 (e) Appeal Request Form. – In the same mailing as the notice of resolution, the
48 LME/MCO shall also provide the enrollee with an appeal request form for a contested case
49 hearing which shall be no more than one side of one page. The form shall include at least all of
50 the following:

- 1 (1) A statement that in order to request an appeal, the enrollee must send the
2 form by mail or fax to the address or fax number listed on the form by no
3 later than 30 days after the mailing date of the notice of resolution.
- 4 (2) The enrollee's name, address, telephone number, and Medicaid identification
5 number.
- 6 (3) A preprinted statement that indicates that the enrollee would like to appeal a
7 grievance disposition or a specific managed care action identified in the
8 notice of resolution.
- 9 (4) A statement informing the enrollee of the right to be represented at the
10 contested case hearing by a lawyer, a relative, a friend, or other
11 spokesperson.
- 12 (5) A space for the enrollee's signature and date.

13 (f) Continuation of Benefits. – An LME/MCO shall continue the enrollee's benefits
14 during the pendency of an appeal to the same extent required under 42 C.F.R. § 438.420.
15 Notwithstanding any other provision of State law, the administrative law judge does not have
16 the power to order and shall not order an LME/MCO to continue benefits in excess of what is
17 required by 42 C.F.R. § 438.420.

18 (g) Simple Procedures. – Notwithstanding any other provision of Article 3 of Chapter
19 150B of the General Statutes, the chief administrative law judge of OAH may limit and
20 simplify the administrative hearing procedures that apply to contested case hearings conducted
21 pursuant to this section in order to complete these cases as expeditiously as possible. Any
22 simplified hearing procedures approved by the chief administrative law judge pursuant to this
23 subsection must comply with all of the following requirements:

- 24 (1) OAH shall schedule and hear cases by no later than 55 days after receipt of a
25 request for a contested case hearing.
- 26 (2) OAH shall conduct all contested case hearings telephonically or by video
27 technology with all parties, unless the enrollee requests that the hearing be
28 conducted in person before the administrative law judge. An in-person
29 hearing shall be conducted in Wake County unless the enrollee's
30 impairments limit travel. For enrollees with impairments that limit travel, an
31 in-person hearing shall be conducted in the enrollee's county of residence.
32 OAH shall provide written notice to the enrollee of the use of telephonic
33 hearings, hearings by video conference, and in-person hearings before the
34 administrative law judge, as well as written instructions on how to request a
35 hearing in the enrollee's county of residence.
- 36 (3) The administrative law judge assigned to hear the case shall consider and
37 rule on all prehearing motions prior to the scheduled date for a hearing on
38 the merits.
- 39 (4) Neither an enrollee nor an LME/MCO is required to be represented by an
40 attorney at a contested case hearing. For cases in which the enrollee is not
41 represented by an attorney, the administrative law judge assigned to hear the
42 case shall make reasonable efforts to assure a fair hearing and to maintain a
43 complete record of the hearing.
- 44 (5) The administrative law judge may allow brief extensions of the time limits
45 imposed in this section only for good cause shown and to ensure that the
46 record is complete. The administrative law judge shall only grant a
47 continuance of a hearing in accordance with rules adopted by OAH for good
48 cause shown and shall not grant a continuance on the day of a hearing,
49 except for good cause shown. If an enrollee fails to make an appearance at a
50 hearing that has been properly noticed by OAH by United States mail, OAH
51 shall immediately dismiss the case, unless the enrollee moves to show good

1 cause by no later than three business days after the date of dismissal. As
2 used in this section, "good cause shown" includes delays resulting from
3 untimely receipt of documentation needed to render a decision and other
4 unavoidable and unforeseen circumstances.

5 (6) OAH shall include information on at least all of the following in its notice of
6 hearing to an enrollee:

7 a. The enrollee's right to examine at a reasonable time before and
8 during the hearing the contents of the enrollee's case file and any
9 documents to be used by the LME/MCO in the hearing before the
10 administrative law judge.

11 b. The enrollee's right to an interpreter during the hearing process.

12 c. The circumstances in which a medical assessment may be obtained at
13 the Department's expense and made part of the record, including all
14 of the following:

15 1. A hearing involving medical issues, such as a diagnosis, an
16 examining physician's report, or a decision by a medical
17 review team.

18 2. A hearing in which the administrative law judge considers it
19 necessary to have a medical assessment other than the
20 medical assessment performed by an individual involved in
21 any previous level of review or decision making.

22 (h) Burden of Proof. – The enrollee has the burden of proof on all issues submitted to
23 OAH for a contested case hearing pursuant to this section and has the burden of going forward.
24 The administrative law judge shall not make any ruling on the preponderance of evidence until
25 the close of all evidence in the case.

26 (i) New Evidence. – The enrollee shall be permitted to submit evidence regardless of
27 whether it was obtained before or after the LME/MCO's managed care action and regardless of
28 whether the LME/MCO had an opportunity to consider the evidence in resolving the
29 LME/MCO level appeal. Upon the receipt of new evidence and at the request of the
30 LME/MCO, the administrative law judge shall continue the hearing for a minimum of 15 days
31 and a maximum of 30 days in order to allow the LME/MCO to review the evidence. Upon
32 reviewing the evidence, if the LME/MCO decides to reverse the managed care action taken
33 against the enrollee, it shall immediately inform the administrative law judge of its decision.

34 (j) Issue for Hearing. – For each managed care action, the administrative law judge
35 shall determine whether the LME/MCO substantially prejudiced the rights of the enrollee and
36 whether the LME/MCO, based upon evidence at the hearing:

37 (1) Exceeded its authority or jurisdiction.

38 (2) Acted erroneously.

39 (3) Failed to use proper procedure.

40 (4) Acted arbitrarily or capriciously.

41 (5) Failed to act as required by law or rule.

42 (k) To the extent that anything in this Part, Chapter 150B of the General Statutes, or any
43 rules or policies adopted pursuant to these Chapters is inconsistent with the Social Security Act
44 or 42 C.F.R. Part 438, Subpart F, federal law prevails and applies to the extent of the conflict.
45 All rules, rights, and procedures for contested case hearings concerning managed care actions
46 shall be construed so as to be consistent with federal law and shall provide the enrollee with no
47 lesser and no greater rights than those provided under federal law.

48 **"§ 108D-30. Notice of final decision and right to seek judicial review.**

49 The administrative law judge assigned to conduct a contested case hearing pursuant to
50 G.S. 108D-29 shall hear and decide the case without unnecessary delay. The judge shall
51 prepare a written decision that includes findings of fact and conclusions of law and send it to

1 the parties in accordance with G.S. 150B-37. The written decision shall notify the parties of the
2 final decision and of the right of the enrollee and the LME/MCO to seek judicial review of the
3 decision pursuant to Article 4 of Chapter 150B of the General Statutes."

4 **SECTION 2.** G.S. 108C-1 reads as rewritten:

5 **"§ 108C-1. Scope; applicability of this Chapter.**

6 This Chapter applies to providers enrolled in Medicaid or Health Choice. Except as
7 expressly provided by law, this Chapter does not apply to LME/MCOs, enrollees, applicants,
8 providers of emergency services, or network providers subject to Chapter 108D of the General
9 Statutes."

10 **SECTION 3.** G.S. 122C-3 is amended by adding a new subdivision to read:

11 "(20c) "Local management entity-managed care organization" or "LME/MCO"
12 means an LME that has been approved by the Department to operate a
13 managed care organization or prepaid inpatient health plan in accordance
14 with 42 C.F.R. Part 438."

15 **SECTION 4.** G.S. 122C-151.3 reads as rewritten:

16 **"§ 122C-151.3. Dispute with area authorities or county programs.**

17 (a) An area authority or county program shall establish written procedures for resolving
18 disputes over decisions of an area authority or county program that may be appealed to the
19 State MH/DD/SA Appeals Panel under G.S. 122C-151.4. The procedures shall be informal and
20 shall provide an opportunity for those who dispute the decision to present their position.

21 (b) This section does not apply to LME/MCOs, enrollees, applicants, providers of
22 emergency services, or network providers subject to Chapter 108D of the General Statutes."

23 **SECTION 5.** G.S. 122C-151.4(g) reads as rewritten:

24 (g) ~~This section does not apply to providers of community support services who appeal~~
25 ~~directly to the Department of Health and Human Services under the Department's community~~
26 ~~support provider appeal process.~~ LME/MCOs, enrollees, applicants, providers of emergency
27 services, or network providers subject to Chapter 108D of the General Statutes."

28 **SECTION 6.** This act becomes effective July 1, 2013.