



August 2, 2021

Rules Coordinator  
Washington State Office of the Insurance Commissioner  
Olympia, WA 98504-2060

Submitted Electronically to: [rulescoordinator@oic.wa.gov](mailto:rulescoordinator@oic.wa.gov)

**RE: R 2021-16 Implementation of E2SHB 1477 and consolidated health care rulemaking Stakeholder draft**

On behalf of members of the Association of Washington Healthcare Plans (AWHP), we ask the OIC to reconsider proposing weekly reporting of carrier compliance with next day appointments required by E2SHB 1477 and implemented in the proposed 988 Crisis Hotline Appointment Form D Report.

Requiring a weekly report presents a high potential for inaccurate data submission and creates a significant administrative burden on both providers and carriers. Carriers are reliant on providers submitting most of the required data to carriers and have no process available to ensure timely submissions. Rather than creating a weekly report that would identify specific instances in which an appointment was not available, we believe it is more useful to report in a way that shows trends in network access over a longer period.

We propose carriers be required to demonstrate their plan for compliance to the next day appointment requirement in their annual network access filings. We believe the draft rule implies a carrier requirement to schedule these next day appointments for our members, which is not how we interpret E2SHB 1477. AWHP is concerned carriers do not have access to the data the OIC will require carriers to report and carriers' ability to comply with the data reporting. It would be very helpful to know what data items will be contained in the 988 Crisis Hotline Appointment Form D report as that would inform carriers' data access.

Should OIC disagree that the annual network access filings is an agreeable alternative, we ask that OIC consider an annual reporting requirement. While carriers and providers would still be keeping documentation on a daily basis, an annual reporting requirement would help ensure data is accurate and allow providers and carriers to work through any technical issues in the data prior to submitting it to the OIC. This would also help to alleviate the need to hire additional staff solely for the purpose of weekly reporting to the OIC.

It is important to note that regardless of the reporting frequency, carriers are still required to meet the next day appointment requirement. Carriers are also still obligated to file an alternate access delivery request if their networks are not able to meet the access requirements. We urge the OIC to reconsider the weekly reporting approach.

Thank you for your consideration. We look forward to further discussion during our August 5th Stakeholder meeting on this proposed rule.

Sincerely,

A handwritten signature in blue ink that reads 'Chris Bandoli'.

Chris Bandoli  
Executive Director