

LIFE & HEALTH

Advisory Notice

To: All Issuers of Health Benefit Plans and Interested Parties

From: Health Insurance Smart NC and Life and Health Division

Date: July 18, 2012

Subject: **The Transfer of the Managed Care Patient Assistance Program from the North Carolina Office of the Attorney General to the North Carolina Department of Insurance**

Pursuant to Session Law 2012-142, effective July 1, 2012, the Managed Care Patient Assistance Program was transferred from the North Carolina Office of the Attorney General to the North Carolina Department of Insurance, where it will be housed within Health Insurance Smart NC.

North Carolina General Statutes §§ 58-50-61(h) and 58-50-62(c) and (f) require insurers to notify insureds of the availability of assistance from the Managed Care Patient Assistance Program, including the telephone number and address of the Program.

Effective immediately, notices required under these statutes shall state:

Services provided by the Managed Care Patient Assistance Program are available through the North Carolina Department of Insurance. To reach this Program, contact:

**Health Insurance Smart NC
North Carolina Department of Insurance
1201 Mail Service Center
Raleigh, NC 27699-1201
Toll free Telephone: (877) 885-0231**

To facilitate this administrative change, the Life and Health Division will not require insurers to re-file the amended notices for previously approved policy forms, but will require a certification be filed with the Life and Health Division, North Carolina Department of Insurance by September 1, 2012. This certification must acknowledge the insurer understands the required changes to the statutory notices and must provide an attestation that appropriate changes will be made to the statutory notices, including amending previously approved policy forms for in-force business. For new forms not previously filed for approval, insurers must make appropriate changes before submitting the new policy form to the Life and Health Division for approval.

You may find the relevant authority of Session Law 2012-142, House Bill 950, Sections 15.3.(a) and 15.3.(b) at:

<http://www.ncga.state.nc.us/EnactedLegislation/SessionLaws/PDF/2011-2012/SL2012-142.pdf>

Questions regarding the **transfer** of the Managed Care Patient Assistance Program to the North Carolina Department of Insurance and the **amended notices** should be addressed to **Susan Nestor**, Health Insurance Smart NC, by email to Susan.Nestor@ncdoi.gov. Questions regarding the **certification** and **policy forms** should be addressed to the **Life and Health Division**, by email to LHinbox@ncdoi.gov.