Consumer Advocates NAWG Meeting Summary
June 1, 2016

DOI staff met with consumer advocates on June 1, 2016, in order to review current NC standards regarding network adequacy and the National Association of Insurance Commissioners (NAIC) Health Benefit Network Access and Adequacy Model Act (the "Model Act") which was passed by the NAIC in 2015. The purpose of the meeting is to review and discuss goals for developing proposed revised standards for NC.

Carla Obiol gave opening remarks and meeting attendees were recognized during a roundtable introduction. Commissioner Goodwin welcomed participants and expressed his appreciation in advance for their efforts to fine tune this law so that it works best for North Carolinians.

Ted Hamby gave a brief presentation summarizing the current standards and "the Model Act". There are vast differences between the current and proposed laws; therefore, the group decided to work from "the Model Act" as it more closely reflects the current market. Also, the working group will examine possible numeric standards for adequacy and accessibility that provides sufficient consumer access to medical care.

DOI's proposed action plan:

- Initial meetings (June – September)
- Post/Review
- Fine tune & finalize
- Late September wrap-up
- Present recommendations to Commissioner Goodwin late fall
- Commissioner will propose legislation late November

Several questions were asked that helped spur group discussion. As a result, it was recommended that the department compile consumer complaints and examples of other states' models for our next meeting. Further, issues discussed by the group that need to be addressed include surprise billing and tiered networks.

The working group was asked to review the following sections of the "the Model Act" and be prepared to discuss at our next meeting:

Section 3:	Definitions
Section 5:	Numeric standards
Section 6:	Contracting
Section 7:	Surprise billing issue
Section 8:	Disclosures & notices
Section 9:	Provider directories

The next meeting is scheduled for Tuesday, July 26, 2016.

The Department has developed a website related to the Network Adequacy Working Group where we will publish resource materials, minutes from meetings, drafts for comments, and any other material which may be of interest to the group.

The website can be accessed here: http://www.ncdoi.com/lh/LH_NAWG.aspx and can also be accessed from the Department's main page at www.ncdoi.com and from the L&H Division main page at www.ncdoi.com/LH/ .