



**Senate Fiscal Agency**  
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## BILL ANALYSIS



**Telephone: (517) 373-5383**  
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Senate Bill 1308 (as reported without amendment)  
Sponsor: Senator Jim Marleau  
Committee: Insurance

*(as enacted)*

**CONTENT**

The bill would amend the Insurance Code to revise requirements for the grievance procedure that a health insurer or health maintenance organization (HMO) must establish.

The Code requires each insurer and HMO to establish an internal formal grievance procedure for individuals covered under a policy, certificate, or contract. The procedure must provide for the right of an insured or enrollee to appear before the board of directors or a designated committee, or the right to a managerial level conference, to present a grievance.

The bill would eliminate the references to the board of directors and a managerial level conference. Instead, the grievance procedure would have to provide for the right of an insured or enrollee to appear before a designated person or committee.

("Grievance" means a complaint on behalf of an insured or enrollee submitted by an insured or enrollee concerning any of the following:

- The availability, delivery, or quality of health care services.
- Benefits or claims payment, handling, or reimbursement for health care services.
- Matters pertaining to the contractual relationship between an insured or enrollee and the insurer or HMO.)

MCL 500.2213

Legislative Analyst: Julie Cassidy

**FISCAL IMPACT**

The bill would have no fiscal impact on State or local government.

Date Completed: 11-28-12

Fiscal Analyst: Josh Sefton