



*The Commonwealth of Massachusetts
Health Policy Commission
Two Boylston Street
Boston, MA 02116*

NOTICE OF LISTENING SESSION
Office of Patient Protection

The Health Policy Commission will conduct a Listening Session on the internal and external review processes required by M.G.L. c. 176O and 958 CMR 3.00. The Office of Patient Protection (OPP), an office within the Health Policy Commission, regulates internal and external review procedures and administers the external review process for fully-insured health plans in Massachusetts.

Time and Location of Listening Session:

Tuesday, July 23, 2013, 12:30 pm – 1:30 pm
Daley Conference Room, Fifth Floor
Two Boylston Street, Boston, Massachusetts

The Listening Session will be part of the agenda for the meeting of the Health Policy Commission's Committee on Quality Improvement and Patient Protection (QIPP). The QIPP meeting begins at noon at the same location.

OPP is seeking general comments and input about the internal and external review processes, and whether there are ways to make the process more accessible to patients and consumers. Consumers, providers, advocates, health plans, and other stakeholders and members of the public are invited to provide oral or written comments on the following subjects:

- Internal review procedures
- External review procedures
- Suggestions for procedural changes, to make the process understandable and accessible to patients while complying with the requirements of the federal Affordable Care Act
- Issues or concerns related to internal and external review of behavioral health (mental health or substance use disorder) treatment coverage decisions
- Issues or concerns related to written external review decisions

Written comments may be sent to HPC-OPP@state.ma.us, preferably by July 31, 2013.

The Health Policy Commission is an independent state agency established under M.G.L. c.6D by Chapter 224 of the Acts of 2012. More information about the Commission and the Office of Patient Protection may be found at: <http://www.mass.gov/hpc>.