



CHARLES D. BAKER  
GOVERNOR

KARYN E. POLITO  
LIEUTENANT GOVERNOR

# COMMONWEALTH OF MASSACHUSETTS

Office of Consumer Affairs and Business Regulation

## DIVISION OF INSURANCE

1000 Washington Street • Suite 810 • Boston, MA 02118-6200

(617) 521-7794 • FAX (617) 521-7475

<http://www.mass.gov/doi>

MIKE KENNEALY  
SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

EDWARD A. PALLESCHI  
UNDERSECRETARY

GARY D. ANDERSON  
COMMISSIONER OF INSURANCE

### NOTICE OF HEARING

#### Docket No. G2022-01

#### **Proposed Amendments to 211 CMR 52.00 Managed Care Consumer Protections and Accreditation of Carriers**

Pursuant to the authority granted to the Commissioner of Insurance (“Commissioner”) under G.L. c. 175, § 24B; c. 176J, § 11; c. 176O, §§ 2 and 17; c. 176R, § 6; and c. 176S, § 6, a public hearing will be held on May 11, 2022 at 11:00 a.m. to hear comments on proposed amendments to 211 CMR 52.00, Managed Care Consumer Protections and Accreditation of Carriers. The hearing will be held virtually using TEAMS, a digital meeting program. Copies of the proposed amendments are available for inspection upon request to the Division of Insurance (“Division”) at [doidocket.mailbox@mass.gov](mailto:doidocket.mailbox@mass.gov) and have been posted on the Division’s website: <http://www.mass.gov/doi>.

The purpose of these changes to 211 CMR 52.00 is to provide for additional clarity and consumer protections in the areas of health insurance provider directories and telehealth. The proposed amendments incorporate recommendations from the Provider Directory Task Force, which was created by Section 4 of Chapter 124 of the Acts of 2019. The amendments also implement and provide guidance regarding the telehealth provisions of sections 47, 49, 51, 53, 58, 59, and 61 of Chapter 260 of the Acts of 2020.

This proceeding has been designated as Docket No. G2022-01. Any person requesting to comment orally on the proposed amendments at the virtual hearing must submit to [doidocket.mailbox@mass.gov](mailto:doidocket.mailbox@mass.gov) a Notice of Intent to Comment no later than May 6, 2022 at 5:00 P.M. Any person requesting solely to attend the hearing must submit a request to register to [doidocket.mailbox@mass.gov](mailto:doidocket.mailbox@mass.gov) no later than 12:00 p.m. on May 9, 2022. All notices or requests must include the person’s name, telephone number and email address. An email with instructions for joining the hearing will be sent on the afternoon of May 10, 2022 no later than 5:00 P.M.

Any person who wishes to submit written comments before the May 11 hearing may send a statement by electronic mail to [doidocket.mailbox@mass.gov](mailto:doidocket.mailbox@mass.gov) no later than May 10, 2022 at 5:00 P.M. Post-hearing written comments may be submitted by electronic mail no later than May 18, 2022 at 5:00 P.M. or such other date as ordered by the presiding officer. All notices and written statements must refer to DOI Docket No. G2022-01.

April 12, 2022

Gary D. Anderson

Commissioner of Insurance