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## A BILL FOR AN ACT

RELATING TO THE HAWAII HEALTH SYSTEMS CORPORATION.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1       SECTION 1. Chapter 323F, Hawaii Revised Statutes, is  
2 amended by adding a new section to part III to be appropriately  
3 designated and to read as follows:  
4       "§323F- Consumer invoices; grievance procedure. (a)  
5 Every Hawaii health systems facility, or a third party provider  
6 acting on its behalf, shall record and describe in detail, on a  
7 consumer's invoice, all medical or health care goods and  
8 services provided to a consumer at the Hawaii health systems  
9 facility. To ensure transparency, medical or health care goods  
10 and services shall be listed separately on the invoice, which  
11 shall also state separately the subtotal prices for goods and  
12 services and the tax amount, if any, applicable to the goods and  
13 services. The Hawaii health systems facility, or a third party  
14 provider acting on its behalf, shall provide a copy of the  
15 invoice to the consumer.  
16       (b) A Hawaii health systems facility, or a third party  
17 provider acting on its behalf, shall attach to the copy of each  
18 invoice provided to a consumer:



1       (1) A description of the internal grievance procedures  
2           followed by the Hawaii health systems facility for the  
3           investigation and resolution of consumer complaints  
4           and grievances related to the content of an invoice  
5           provided to a consumer by, or on behalf of, the Hawaii  
6           health systems facility; and

7       (2) A toll-free telephone number that the consumer may use  
8           to initiate the internal grievance procedures.

9       (c) No Hawaii health systems facility that attempts  
10       through a contract to delegate its invoice functions to a third  
11       party provider shall be relieved of the requirements established  
12       under this section. No contract entered into between a Hawaii  
13       health systems facility and a third party provider shall be  
14       valid unless the contract:

15       (1) Requires the third party provider to implement the  
16           internal grievance procedure described under  
17           subsection (d); and

18       (2) Requires the Hawaii health system facility to  
19           implement the internal grievance procedure upon the  
20           failure of the third party provider to implement it  
21           under paragraph (1).



1        (d) Every Hawaii health systems facility, or a third party  
 2 provider acting on its behalf, shall follow a uniform internal  
 3 grievance procedure to be developed by the corporation for the  
 4 investigation and resolution of consumer complaints and  
 5 grievances related to the content of an invoice provided to a  
 6 consumer by, or on behalf of, a Hawaii health systems facility.

7        (e) For the purposes of this section:

8        "Grievance" means an oral or written complaint submitted in  
 9 accordance with the corporation's uniform grievance procedure  
 10 by, or on behalf of, the consumer regarding disputes over the  
 11 contents of any invoice provided to a consumer by, or on behalf  
 12 of, the Hawaii health systems facility.

13        "Services" include services of the type provided at a  
 14 Hawaii health systems facility, including medical procedures,  
 15 surgery, and other related services."

16        SECTION 2. This Act does not affect rights and duties that  
 17 matured, penalties that were incurred, and proceedings that were  
 18 begun before its effective date.

19        SECTION 3. New statutory material is underscored.

20        SECTION 4. This Act shall take effect upon its approval.

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INTRODUCED BY: *Melo Carneel*

# H.B. NO. 2664

**Report Title:**

HHSC; Trade Practices; Invoices; Grievance Procedures

**Description:**

Requires HHSC health care system facilities to itemize their invoices to patients and to follow a uniform grievance procedure to investigate and resolve issues relating to invoices.

*The summary description of legislation appearing on this page is for informational purposes only and is not legislation or evidence of legislative intent.*

