

**REVENUE:** No revenue impact

**FISCAL:** May have fiscal impact, statement not yet issued

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**Action:** Without Recommendation as to Passage and Be Printed Engrossed and Be Referred to the Committee on Ways and Means

**Vote:** 4 - 0 - 1

**Yeas:** Carter, Kruse, Courtney, Monnes Anderson

**Nays:** 0

**Exc.:** Gordly

**Prepared By:** Shannon Strumpfer, Administrator

**Meeting Dates:** 3/12, 4/17

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**WHAT THE MEASURE DOES:** Defines certain terms related to health care. Establishes Office of Health Care Ombudsman to receive and investigate complaints about provision of care or services by fully capitated health plans and prepaid managed health care service organizations. Declares emergency, takes effect up on passage.

**ISSUES DISCUSSED:**

- Grievance process for problems
- Opportunity to track types of complaints in order to diminish problems

**EFFECT OF COMMITTEE AMENDMENT:** Replaces the bill.

**BACKGROUND:** An ombudsman is someone appointed to assist the public in matters involving government agencies. An ombudsman provides information and helps to ensure citizens are treated fairly.

The Office of the Health Care Ombudsman would be an independent state agency to serve health care consumers regarding managed care plans. Ombudsmen investigate and resolve complaints and advocate for improvement in services.