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Patients Bill of Rights - Changes

HB1629 imposes requirements on AHCA, hospitals, health plans, pharmacies and physicians. Most of the requirements are related to sharing pricing and performance information.

Hospital requirements:

1. A change to the Florida Patient's Bill of Rights and Responsibilities (Fla. Stat. 381.026) requires each licensed hospital that is not operated by the state to make available to the public on its Internet website or by other electronic means a description of and a link to the outcome and financial data that AHCA publishes pursuant to another statute. The hospital must place a notice in the reception area to inform patients that the aforementioned information is available. The notice may include certain limiting language.

AHCA is to implement standards that require facilities to have the information, links, and notices established by October 1, 2004.

2. Changes to ch. 395 of the Florida Statutes require hospitals not operated by the state to:

- ▶ Notice patients during admission and at discharge of the patients' right to receive an itemized bill upon request.
- ▶ Within 7 days of discharge and upon request, provide the patient or patient's guardian an itemized statement of charge incurred.
- ▶ Include of the itemized statement the phone number of the facility's patient liaison that is responsible for resolving billing disputes.
- ▶ Provide upon written request and prior to the provision of non-emergency services a written good faith estimate of reasonably anticipated charges (The estimate may be the average charges for a certain procedure)
- ▶ Upon request the hospital must notify the patient of any revision to the good faith estimate.
- ▶ Post a notice that patients can request an estimate for their stay
- ▶ Make available within 30 business days of a request, all records necessary for the patient to verify the accuracy of the bill.
- ▶ Establish a method for reviewing and responding to questions about itemized bill.
- ▶ Provide the patient with AHCA's address if an issue is not resolved and the patient would like to send a request for review to AHCA.