S T A T E O F N E W Y O R K

11209

I N A S S E M B L Y

May 25, 2010

Introduced by M. of A. ZEBROWSKI -- read once and referred to the Committee on Insurance

AN ACT to amend the insurance law, in relation to consumer access to health insurance companies

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. Section 3224-a of the insurance law is amended by adding a new subsection (i) to read as follows:

(I) EVERY INSURER, CORPORATION LICENSED OR CERTIFIED UNDER ARTICLE FORTY-TWO OR FORTY-THREE OF THIS CHAPTER OR HEALTH MAINTENANCE ORGANIZATION LICENSED OR CERTIFIED UNDER ARTICLE FORTY-FOUR OF THE PUBLIC HEALTH LAW SHALL HAVE A MEANS FOR AN INSURED, SUBSCRIBER OR ENROLLEE TO BYPASS AN AUTOMATED TELEPHONE ANSWERING SERVICE TO SPEAK WITH AN EMPLOYEE OR SUBCONTRACTOR OF THE INSURER, CORPORATION OR ORGANIZATION OF WHICH THEY ARE AN INSURED, SUBSCRIBER OR ENROLLEE. NOTHING CONTAINED IN THIS SUBSECTION SHALL BE CONSTRUED AS TO REQUIRE ADDITIONAL HOURS OF OPERATION FOR SUCH CUSTOMER TELEPHONE SERVICE BEYOND THE MINIMUM OF FORTY HOURS PER WEEK DURING NORMAL BUSINESS HOURS CURRENTLY REQUIRED.

S 2. This act shall take effect on the one hundred twentieth day after it shall have become a law; provided, however, that effective immediately, the addition, amendment and/or repeal of any rule or regulation necessary for the implementation of this act on its effective date is authorized and directed to be made and completed on or before such effective date.

EXPLANATION--Matter in ITALICS (underscored) is new; matter in brackets [ ] is old law to be omitted.

LBD17443-01-0