

## HEALTH CARRIER GRIEVANCE PROCEDURE MODEL ACT

### What are the state pages?

This chart is intended to provide readers with additional information to more easily access state statutes, regulations, bulletins or administrative rulings related to the NAIC model. Such guidance provides readers with a starting point from which they may review how each state has addressed the model and the topic being covered. The NAIC Legal Division has reviewed each state's activity in this area and has determined whether the citation most appropriately fits in the Model Adoption column, Previous Version column, or Related Activity column based on the definitions listed in the key below. The NAIC's interpretation may or may not be shared by the individual states or by interested readers.

### How do you use them?

States and territories are listed alphabetically in the chart. Locate the state or territory you are interested in, and depending on which column the citation falls under, you will know whether the NAIC Legal Division has deemed a state's law to be adoption of a model or not. To perform further research, use the citations to locate state laws.

### Who do I speak to if I have questions?

If you have questions or believe information related to a state should be updated, please contact Jennifer Neuerburg at [jneuerburg@naic.org](mailto:jneuerburg@naic.org).

***Disclaimer:** This chart does not constitute a formal legal opinion by the NAIC staff on the provisions of state law and should not be relied upon as such. Nor does this state page reflect a determination as to whether a state meets any applicable accreditation standards. Every effort has been made to provide correct and accurate summaries to assist readers in locating useful information. Readers should consult state law for further details and for the most current information.*

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**STATE PAGE KEY:**

**MODEL ADOPTION:** States that have citations identified in this column adopted the most recent version of the NAIC model in a **substantially similar manner**. This requires states to adopt the model in its entirety but does allow for variations in style and format. States that have adopted portions of the current NAIC model will be included in this column with an explanatory note.

**PREVIOUS VERSION:** States that have citations identified in this column (and nothing listed in the Model Adoption column) have enacted an older version of the model but have **not** adopted the most recent version of the NAIC model.

**RELATED ACTIVITY:** Examples of Related Activity include but are not limited to statutes or regulations addressing the same subject matter, or other administrative guidance such as bulletins and notices. States that have citations identified in this column (and nothing listed in the Model Adoption column) have **not** adopted the most recent version of the NAIC model in a **substantially similar manner**.

**NO CURRENT ACTIVITY:** No state activity on the topic as of the date of the most recent update. This includes states that have repealed legislation as well as states that have never adopted legislation.

NAIC MEMBER	MODEL ADOPTION	PREVIOUS VERSION	RELATED ACTIVITY
Alabama			ALA. ADMIN. CODE r. 420-5-6-.08 (1987).
Alaska			ALASKA ADMIN. CODE §§ 28.930 to 28.938 (2018).
American Samoa	NO CURRENT ACTIVITY		
Arizona	NO CURRENT ACTIVITY		
Arkansas	NO CURRENT ACTIVITY		
California			CAL. HEALTH & SAFETY CODE §§ 1368 to 1368.04 (1995/2020); §§ 1374.30 to 1374.35 (2000/2014); CAL. CODE REGS. tit. 10, § 1300.68 (1996); CAL. INS. CODE § 10169 (2000); NOTICE 11-5-2012 (2012).
Colorado			COLO. REV. STAT. §§ 10-16-113 to 10-16-113.7 (1997/2013); BULLETIN B-4.20 REVISED #4 (2017).
Connecticut			CONN. GEN. STAT. § 38a-182 (1990).
Delaware			18 DEL. ADMIN. CODE §§ 1301.1.0 to 1301-14.0 (2018).

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<b>NAIC MEMBER</b>	<b>MODEL ADOPTION</b>	<b>PREVIOUS VERSION</b>	<b>RELATED ACTIVITY</b>
District of Columbia			D.C. CODE §§ 44-301.01 to 44-304.01 (1998/2012).
Florida		FLA. STAT. § 641.511 (1991/2019).	
Georgia			GA. CODE ANN. § 33-20A-5 (1996); GA. COMP. R. & REGS. 120-2-80 (1998).
Guam	NO CURRENT ACTIVITY		
Hawaii	NO CURRENT ACTIVITY		
Idaho			IDAHO CODE ANN. § 41-3918 (1974).
Illinois			215 ILL. COMP. STAT. 130/3002 (1989).
Indiana			IND. CODE §§ 27-8-28-6 to 27-8-28-20 (2001/2003); 760 IND. ADMIN CODE 1-59-1 to 1-59-15 (1999/2003).
Iowa			IOWA ADMIN. CODE r. 441-88.8 (1986).
Kansas			KAN. ADMIN. REGS § 40-4-42g (1999).
Kentucky	NO CURRENT ACTIVITY		
Louisiana			LA. REV. STAT. ANN. § 22:267 (2009).
Maine	NO CURRENT ACTIVITY		
Maryland			MD. ANN. CODE §§ 15-10A-01 to 15-10A-10 (1999/2004); MD. ADMIN. CODE §§ 31.10.18.02 to 31.10.18.12 (1999/2005).
Massachusetts			958 MASS. CODE REGS. §§ 3.001 to 3.700 (2014).

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<b>NAIC MEMBER</b>	<b>MODEL ADOPTION</b>	<b>PREVIOUS VERSION</b>	<b>RELATED ACTIVITY</b>
Michigan			MICH. COMP. LAWS §§ 500.2213 to 500.2213c (1996/2013).
Minnesota			MINN. STAT. ANN. §§ 62Q.68 to 62Q.731 (2002).
Mississippi			MISS. CODE ANN. § 83-41-321 (1995).
Missouri			MO. REV. STAT. §§ 376.1350 to 376.1389 (1997); MO. REV. STAT. § 354.445 (1983).
Montana			MONT. CODE ANN. §§ 33-32-205 to 33-32-309 (2015).
Nebraska		NEB. REV. STAT. §§ 44-7301 to 44-7315 (1998/2013).	
Nevada			NEV. REV. STAT. §§ 695F.110 (1991); 695G.200 to 695G.230 (1997/2004); NEV. ADMIN. CODE § 689B.250 (1999).
New Hampshire			N.H. REV. STAT. ANN. §§ 420-J:1 to 420-J:6 (1998/2005).
New Jersey			N.J. STAT. ANN. § 30:4D-7ff (4c) (2022) (grievance procedure).
New Mexico			N.M. STAT. ANN. § 59A-46-11 (1993); § 59A-57-6 (1998); N.M. CODE R. §§ 13.10.17.1 to 13.10.17.41 (2000/2016).
New York			N.Y. INS. LAW § 4802 (1996); N.Y. PUBLIC HEALTH LAW § 4408-a (1996); N.Y. COMP. CODES R. & REGS. tit. 10, § 98-1.14 (1985/1991).
North Carolina			N.C. GEN. STAT. § 58-50-62 (1998/2013).
North Dakota			N.D. CENT. CODE § 26.1-18.1-10 (1993).

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<b>NAIC MEMBER</b>	<b>MODEL ADOPTION</b>	<b>PREVIOUS VERSION</b>	<b>RELATED ACTIVITY</b>
Northern Marianas	NO CURRENT ACTIVITY		
Ohio	NO CURRENT ACTIVITY		
Oklahoma			OKLA. STAT. tit. 36, § 6911 (2003).
Oregon			OR. REV. STAT. §§ 743B.250 to 743B.258 (1997/2003); OR. ADMIN R. 836-053-1060 to 836-053-1110 (1998).
Pennsylvania			40 PA. STAT. ANN. §§ 991.2161 to 991.2163 (1998); PA. CODE §§ 154.11 to 154.18 (2000).
Puerto Rico	NO CURRENT ACTIVITY		
Rhode Island	NO CURRENT ACTIVITY		
South Carolina	NO CURRENT ACTIVITY		
South Dakota			S.D. ADMIN. R. 20:06:34:10 to 20:06:34:12 (2003/2004).
Tennessee		TENN. CODE ANN. §§ 56-61-101 to 56-61-125 (2010).	
Texas	NO CURRENT ACTIVITY		
Utah			UTAH ADMIN. CODE R590-203-1 to R590-203-10 (2002/2005).
Vermont			VT. STAT. ANN. tit. 8, § 5102a (1993); VT. CODE R. § H-99-1 (1999).
Virgin Islands	NO CURRENT ACTIVITY		
Virginia			VA. CODE ANN. § 38.2-5804 (1998/2006); § 32.1-137.6 (1998).

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NAIC MEMBER	MODEL ADOPTION	PREVIOUS VERSION	RELATED ACTIVITY
Washington			WASH. ADMIN. CODE §§ 284-43-4000 to 284-43-4040 (1999/2001).
West Virginia	W. VA. CODE R. § 114-96-1 to 114-96-8 (2014).		W. VA. CODE § 33-25A-12 (1995/2005); W. VA. CODE R. § 114-46-5 (1996).
Wisconsin			WIS. STAT. § 632.83 (1985); WIS. ADMIN. CODE INS. §§ 18.02 to 18.06 (2001/2006).
Wyoming			WYO. STAT. ANN. § 26-34-112 (1985/1995).