

Amend CSSB 418 as follows:

(1) On page 7, lines 24 through 33, strike the current Subsection (e) and replace with:

"(e) An insurer shall have appropriate personnel reasonably available at a toll-free telephone number to respond to requests for preauthorization between 8 a.m. and 5 p.m. central time Monday through Friday on each day that is not a legal holiday. An insurer must have a telephone system capable of accepting or recording incoming phone calls for preauthorizations after 5 p.m. central time Monday through Friday and on Saturday, Sunday, and legal holidays and responding to each of those calls not later than 24 hours after the call is received."

(2) On page 17, line 64 through page 18, line 5, strike the current Subsection (f) and replace with:

"(f) An insurer shall have appropriate personnel reasonably available at a toll-free telephone number to respond to requests for preauthorization between 8 a.m. and 5 p.m. central time Monday through Friday on each day that is not a legal holiday. An insurer must have a telephone system capable of accepting or recording incoming phone calls for preauthorizations after 5 p.m. central time Monday through Friday and on Saturday, Sunday, and legal holidays and responding to each of those calls not later than 24 hours after the call is received."