

**State:** Washington **Filing Company:** Regence BlueShield  
**TOI/Sub-TOI:** NA01 Network Access Provider Contract/NA01.000 Network Access Provider Contract  
**Product Name:** For Public Professional Services Agreement Template  
**Project Name/Number:** WA Professional Services Agreement/WA Professional Services Agreement

### Filing at a Glance

**Company:** Regence BlueShield  
**Product Name:** For Public Professional Services Agreement Template  
**State:** Washington  
**TOI:** NA01 Network Access Provider Contract  
**Sub-TOI:** NA01.000 Network Access Provider Contract  
**Filing Type:** Form  
**Date Submitted:** 12/26/2019  
**SERFF Tr Num:** RWPC-132199111  
**SERFF Status:** Closed-Disapproved  
**State Tr Num:** 382504  
**State Status:** Disapproved  
**Co Tr Num:** WA PROFESSIONAL SERVICES AGREEMENT  
  
**Implementation:** On Approval  
**Date Requested:**  
**Author(s):** Stephanie Defranco, Hannah Jackson, Dieu Ladsten, Leda Shaw, Courtney Kirkpatrick  
**Reviewer(s):** Julia Jacobs (primary)  
**Disposition Date:** 01/16/2020  
**Disposition Status:** Disapproved  
**Implementation Date:** 01/16/2020  
**Destruction Date:**

State Filing Description:

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### General Information

Project Name: WA Professional Services Agreement Status of Filing in Domicile:  
 Project Number: WA Professional Services Agreement Date Approved in Domicile:  
 Requested Filing Mode: Review & Approval Domicile Status Comments:  
 Explanation for Combination/Other: Market Type:  
 Submission Type: New Submission Overall Rate Impact:  
 Filing Status Changed: 01/16/2020  
 State Status Changed: 01/16/2020 Deemer Date:  
 Created By: Leda Shaw Submitted By: Hannah Jackson  
 Corresponding Filing Tracking Number: RWPC-132199131

Filing Description:  
FOR PUBLIC FILING

Attached is an updated Professional Agreement template. Changes were made to the Base and a redline is attached in supporting documentation.

If you have any questions, please contact Hannah Jackson at (253) 782-7035 or Hannah.jackson@regence.com.

### Company and Contact

#### Filing Contact Information

Hannah Jackson, hannah.jackson@regence.com  
 1501 Market St. 253-382-7035 [Phone]  
 Tacoma, WA 98402

#### Filing Company Information

Regence BlueShield	CoCode: 53902	State of Domicile: Washington
1800 Ninth Avenue	Group Code: 1207	Company Type:
Seattle, WA 98101	Group Name:	State ID Number:
(206) 332-5401 ext. [Phone]	FEIN Number: 91-0282080	

### Filing Fees

Fee Required? No  
 Retaliatory? No  
 Fee Explanation:

### State Specific

If you are filing a Healthcare or Disability filing, is the Co Tracking # field populated on the General Information Tab? If no, your filing will be rejected. (yes/no): Yes  
 Form Tab Only - Are the Form # and Form Description fields populated corresponding to the attached form? (yes/no): Yes  
 If your are submitting a File and Use product, have you populated the Implementation Date field? (yes/no): Yes

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## Correspondence Summary

### Dispositions

Status	Created By	Created On	Date Submitted
Disapproved	Julia Jacobs	01/16/2020	01/16/2020

<b>State:</b>	Washington	<b>Filing Company:</b>	Regence BlueShield
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## Disposition

Disposition Date: 01/16/2020

Implementation Date: 01/16/2020

Status: Disapproved

Comment: This filing is disapproved and closed under RCW 48.44.020(2)(a)&(f), RCW 48.43.730, and WAC 284-170-480(7) for failure to comply with the minimum standards of the code. Do not reply to this disapproval letter. If you wish to pursue approval of the forms in this filing, you must resubmit the filing after addressing all of the issues outlined in this disapproval letter, otherwise your filing will be disapproved again. If you choose to resubmit this contract:

Form name – All form names must be in their final form and cannot contain variability per WAC 284-44A-050(2). If a form number is altered in anyway, the form must be put on file for review by the OIC (WAC 284-170-480(2)(a)(i)). In your next template form filing, create a standard form number that will be used on all template agreements and only altered when the agreement becomes a negotiated agreement.

Hold harmless provision, section 4.21 – all provider agreements must contain the exact hold harmless language as stated in the WAC code as well as include notice that it is a class C felony for providers to collect payments from enrollees in violation of the agreement (WAC 284-170-421 (3) and (4)). In the next form filing, include the specific hold harmless language stated in the WAC which cannot include the change to the provision that allows for balance billing to enrollees if they do not provide their coverage information within 12 months of the claim.

Dispute resolution – This filing contains multiple and conflicting dispute resolution procedures which makes the process unclear to the provider. The dispute resolution process should be clear and consistent for the provider per WAC 284-170-421(5). The next form filing must either have only one dispute resolution process or include language on one of the processes that identifies it supersedes all other procedures.

Dispute resolution time frame, addendum section 8.4 – Do not refer the provider to the Provider Website for information on the time frame for appeal of disputes or requests for mediation/litigation on disputed claims. All time requirements should be immediately available in the language of the contract and not on a website (WAC 284-170-440).

Dispute resolution limit on damages/awards, addendum 8.3.3 – The agreement cannot limit the provider's right to any type of judicial remedy under WAC 284-170-440(4). In future agreements, remove all language that specifies what either party is or is not entitled to in the case of an award due to litigation.

Provider/patient care -- all provider agreements must contain the exact language regarding informing patients about care and issuer merits as stated in WAC 284-170-421 (7)(a) and (7)(b). All future filings must include this exact language.

Rate data does NOT apply to filing.

**SERFF Tracking #:**

RWPC-132199111

**State Tracking #:**

382504

**Company Tracking #:**WA PROFESSIONAL SERVICES  
AGREEMENT

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Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	Filing Instructions		Yes
Supporting Document	Checklist		Yes
Supporting Document	Provider Admin Manual		Yes
Supporting Document	Redline		Yes
Form	WA Professional Services Agreement	Disapproved	Yes
Form	State Addendum	Disapproved	Yes
Form	DAUT Addendum	Disapproved	Yes
Form	Part 2 Provider Addendum	Disapproved	Yes
Form	PNA	Disapproved	Yes
Form	Attachment B	Disapproved	Yes
Form	Attachment C	Disapproved	Yes
Form	Attachment D	Disapproved	Yes

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## Form Schedule

### Lead Form Number: WA Professional Services Agreement

Item No.	Schedule Item Status	Form Name	Form Number	Form Type	Form Action	Action Specific Data	Readability Score	Attachments
1	Disapproved 01/16/2020	WA Professional Services Agreement	Professional Services Agreement WA4 (<Contract.ContractName>)	OTH	Initial			Professional Services Agreement WA4.pdf
2	Disapproved 01/16/2020	State Addendum	Washington State Addendum V4 (Professional) (@@ProviderName@@)	OTH	Initial			Washington State Addendum V4 (Professional).pdf
3	Disapproved 01/16/2020	DAUT Addendum	Data Access, Use, and Transfer Addendum Provider WA2 (@@ProviderName@@)	OTH	Initial			DAUT Addendum Provider WA2.pdf
4	Disapproved 01/16/2020	Part 2 Provider Addendum	Part 2 Program Provider Addendum WA1 (@@ProviderName@@)	OTH	Initial			Part 2 Provider Addendum WA1.pdf

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5	Disapproved 01/16/2020	PNA	Provider Network Addendum WA6 (@ @Provider Name@@)	OTH	Initial			Provider Network Addendum WA6 .pdf
6	Disapproved 01/16/2020	Attachment B	Locations V1 (@ @Provider Name@@)	OTH	Initial			Locations V1.pdf
7	Disapproved 01/16/2020	Attachment C	Affiliates and Subsidiaries V1 (@ @Provider Name@@)	OTH	Initial			Affiliates and Subsidiaries V1.pdf
8	Disapproved 01/16/2020	Attachment D	Dispute Resolution V3 (@ @Provider Name@@)	OTH	Initial			Dispute Resolution V3 1.pdf

**Form Type Legend:**

<b>ADV</b>	Advertising	<b>AEF</b>	Application/Enrollment Form
<b>CER</b>	Certificate	<b>CERA</b>	Certificate Amendment, Insert Page, Endorsement or Rider
<b>DDP</b>	Data/Declaration Pages	<b>FND</b>	Funding Agreement (Annuity, Individual and Group)
<b>MTX</b>	Matrix	<b>NAP</b>	Network Access Plan
<b>NOC</b>	Notice of Coverage	<b>OTH</b>	Other
<b>OUT</b>	Outline of Coverage	<b>PJK</b>	Policy Jacket
<b>POL</b>	Policy/Contract/Fraternal Certificate	<b>POLA</b>	Policy/Contract/Fraternal Certificate: Amendment, Insert Page, Endorsement or Rider

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<b>PRC</b>	Provider Contract/Provider Addendum/Provider Leading Agreement	<b>PRD</b>	Provider Directory
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