

1.1 ..... moves to amend H.F. No. 3045 as follows:

1.2 Page 2, delete lines 33 to 35 and insert:

1.3 "Subdivision 1. **Quality of care complaint.** "Quality of care complaint" means  
1.4 an expressed dissatisfaction regarding health care services that resulted in potential or  
1.5 actual harm to an enrollee. Quality of care complaints may include, but are not limited  
1.6 to, concerns related to provider and staff competence, appropriateness of services,  
1.7 communications, behavior, facility and environmental considerations, or other factors that  
1.8 could impact the quality of health care services."

1.9 Page 3, delete lines 1 to 4

1.10 Page 3, line 10, delete "(g)" and insert "(h)"

1.11 Page 3, line 11, delete "A definition of quality of care complaint to" and insert "The  
1.12 definition of quality of care complaint in the health maintenance organization's complaint  
1.13 investigation must"

1.14 Page 3, line 13, after "(c)" insert "The health maintenance organization's complaint  
1.15 investigation process must include"

1.16 Page 3, line 14, delete "(i)" and insert "(1)"

1.17 Page 3 line 16, delete "(ii)" and insert "(2)"

1.18 Page 3, line 22, after "plan" insert ", if a formal response is submitted to the health  
1.19 plan"

1.20 Page 3, line 24, delete "will" and insert "must"

1.21 Page 3, after line 28, insert:

1.22 "(h) The commissioner shall define complaints that are subject to peer protection  
1.23 confidentiality by January 1, 2017."

1.24 Page 3, line 33, after "complaints" insert "received by health maintenance  
1.25 organizations"

1.26 Page 4, line 14, delete the new language

1.27 Page 4, line 15, delete the semicolon and insert ", including"

2.1 Page 4, line 16, delete "and (2) receive"