



S.F. No. 1567 – Establishing an Office of Patient Protection

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S.F. No. 1567 (adds 62J.97) establishes an Office of Patient Protection to:

- Assist consumers with issues related to access and quality of health care; and
- Advise the legislature on ways to reduce consumer health care spending and improve consumer experiences by reducing complexity for consumers.

The bill provides that the Office of Patient Protection is organized as a distinct entity separate from other state agencies and further provides that the office will be led by a director appointed by the governor. The director may hire staff necessary to carry out the office's responsibilities.

S.F. No. 1567 states that the office is not responsible for providing health care or health insurance. The office's responsibilities include:

- Establish and implement procedures to assist consumers on a variety of health care-related issues;
- Partner with private sector and state agency consumer assistance programs to assist consumers with questions or concerns related to public programs and private insurance coverage;
- Collect and make available information about health plan company quality of care and patient satisfaction; and
- Submit to the legislature a report on the office's work and recommend policy changes related to health care consumer experiences.



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