

PUBLIC LISTENING SESSIONS AND HEARINGS BY THE MASSACHUSETTS DIVISION OF INSURANCE IN JANUARY AND FEBRUARY 2026!! LET YOUR VOICE BE HEARD!!

CONSUMERS:

- Having trouble finding a behavioral health provider for you or your kids?
- Do you have insurance, but still have to pay out of pocket?
- Have you been denied services due to prior authorization or step therapy?

PROVIDERS:

- Are you tired of being underpaid by commercial health plans, or being paid late?
- Sck of audits and pre-payment reviews?
- Are you tired of filling out prior authorization forms and other burdensome and other unreasonable administrative paperwork for treatments that your patients need?

ADVOCATES:

- Do you see problems with consumers with insurance accessing health care, finding providers, or getting the care they need?

The Massachusetts Division of Insurance (DOI) has scheduled a series of information sessions during the months of January and February 2026 to listen to concerns by consumers, providers and advocates about commercial health plans. Visit <https://www.mass.gov/orgs/division-of-insurance> for more information.

Highlights of DOI Listening Sessions:

Date	Time(s)	Subject	Written Comments due by
1/28/26	1pm, 6pm	Contracting practices by health plans	2/11/2026
2/3/26	1pm, 6pm	Behavioral Health Intermediate Care, services that should be covered but aren't	2/17/2026
2/11/26	1pm, 6pm	BHCA – Behavioral Health for Children	2/25/2026
2/17/26	1pm, 6pm	Payment delays, barriers, and low rates by health plans	3/3/2026
2/19/26	1pm	New rules restricting the over-use of prior authorization	2/26/2026

EVENT: [DOI Listening Sessions on health insurance contracting practices with providers](#)

Wednesday Jan 28, 2026: afternoon session at 1-2 pm, and evening session at 6-7:30 pm

The Massachusetts Division of Insurance (DOI) is inviting providers, consumers and advocates to discuss any concerns regarding the contracting practices by commercial health insurance carriers. (Note: concerns regarding practices by carriers that sponsor only MassHealth-based plans would not be within the jurisdiction of DOI.) Contracting issues to comment on include, but are in no ways limited to:

- The 'take-it-or-leave-it' nature of some carrier contracting practices.
- The adequacy of reimbursement rates.
- contracting practices that relate to provider's agreements to accept new patients when their panels are full.
- health insurance carrier refusals to admit providers to their networks

To join the afternoon Listening Session on Jan 28, 1-2pm , [CLICK HERE](#) for virtual meeting or call [857-327-9245](tel:857-327-9245), with Meeting ID of [730704098#](#).

To join the evening Listening Session on Jan 28 at 6-7:30pm, [CLICK HERE](#) for virtual meeting or call [857-327-9245](tel:857-327-9245), with Meeting ID of [698374243#](#).

Written Comments: Please submit written comments about this topic by 2/11/2026 via email to Rebecca.butler@mass.gov and kevin.beagan@mass.gov.

EVENT: [DOI Listening Session on Behavioral Health Intermediate Care](#)

Tuesday, Feb 3, 2026: afternoon session at 1-2 pm, and evening session at 6-7:30 pm

The Division of Insurance (DOI) has invited behavioral health providers, consumers and advocates to discuss any forms of behavioral health treatment that have developed and become accepted since 2009 that should be considered for coverage by commercial health insurance carriers under the state mental health parity law, M.G.L. c. 176G § 4M, (etc) which requires coverage for all medically necessary services to diagnose or treat all behavioral health conditions listed in the DSM. The Division's current guidance on this issue, Bulletin 2009-11, is online at <https://www.mass.gov/doc/2009-11-access-to-intermediate-and-outpatient-mental-health-substance-use-disorder-services/download>.

Please attend this session or submit written comments about:

- Any services to diagnose or treat behavioral health conditions that are typically not covered by commercial health insurance plans in Massachusetts currently.

- Any services to diagnose or treat any behavioral health conditions that fall between “outpatient” services, and “inpatient” services that should be covered.
- The adequacy or inadequacy of the provider networks of commercial plans to furnish such services.

(Note: concerns in this area regarding practices by carriers that sponsor only MassHealth-based plans would not be within the jurisdiction of DOI.)

Join the afternoon listening session on Feb 3, from 1-2 [here for the virtual meeting](#) or call [857-327-9245, with Meeting ID of 770472138#](#).

Join the evening listening session on Feb 3, from 6-7:30 pm [here for the virtual meeting](#) or call [857-327-9245, with Meeting ID of 748492437#](#).

Written Comments: Please submit written comments about this topic by Feb. 17, 2026 via email to Rebecca.butler@mass.gov and kevin.beagan@mass.gov.

EVENT: [DOI Listening Sessions on Behavioral Health for Children and Adolescents](#)

Wednesday, Feb 11, 2026: afternoon session at 1-2 pm, and evening session at 6-7:30 pm

The Division invites behavioral health providers, consumers and advocates to discuss any challenges they have faced with access to the behavioral health child and adolescent (BHCA) services, including in-home therapy, in-home behavioral, family support and training, therapeutic mentoring, intensive care coordination, CBAT, ICBAT and MCI.

Please attend this session or submit written comments about:

- Barriers consumers face in trying to access these services, including finding providers, or knowing if these services are covered or not under their plan.
- Barriers behavioral health and other providers face with:
 - o joining the network of a commercial health plan;
 - o getting paid for these services, including the adequacy of reimbursement rates, or delays of payment, pre-payment audits, etc.
 - o prior authorization or re-authorization burdens for these services;

More information in this [2018 guidance](#). (Note: DOI has jurisdiction over only commercial health insurance carriers. Concerns about the practices of MassHealth plans are not within DOI’s jurisdiction.)

Join the afternoon listening session on Feb 11, at 1-2pm [here for the virtual meeting](#) or call [857-327-9245, with Meeting ID of 730704098#](#)

Join the evening listening session on Feb 11, at 6-7:30pm [here for the virtual meeting](#) or call [857-327-9245](tel:857-327-9245), with Meeting ID of 698374243#.

Written Comments: Please submit written comments about this topic by 2/25/2026 via email to Rebecca.butler@mass.gov and kevin.beagan@mass.gov.

EVENT: [DOI Listening Sessions on claims payment processes and reimbursement rates](#)

Tuesday, Feb 17, 2026 - afternoon session at 1-2 pm and evening session at 6-7:30 pm.

DOI has invited providers, consumers and advocates to comment on issues related to payments by commercial health insurance carriers for services provided. Please attend this session or submit written comments about:

- Whether payments to providers by commercial insurance carriers:
 - o Are made promptly within 45 days as required under [this DOI guidance](#)?
 - o Include interest on late payments as required under [as required](#)?
 - o Are adequate for the services provided? Do plans pay much less than others?
 - o Are suspected to be less for behavioral health services than for comparable medical/surgical providers
- Any other concerns related to payment rates, timing or other barriers.

Join the afternoon session on Feb 17, at 1-2pm [here for the online meeting](#) or call [857-327-9245](tel:857-327-9245), with Meeting ID of 770472138#.

Join the evening session on Feb 17, at 6-7:30 pm [here for the online meeting](#) or call [857-327-9245](tel:857-327-9245), with Meeting ID of 748492437#.

Written Comments: Please submit written comments about this topic by 3/3/2026 via email to Rebecca.butler@mass.gov and kevin.beagan@mass.gov.

EVENT: [DOI Listening Sessions on managed care processes](#)

Wednesday, Feb 25, 2026 afternoon session at 1-2 pm, evening session at 6-7:30 pm

Insured health plans are expected to comply with timing and process requirements that are outlined in M.G.L. c. 176O and 211 CMR 52.00.

The Division invites providers, consumers and advocates to discuss any concerns they have about commercial health insurers and:

- Use of prior authorization
- Step therapy
- Medical necessity criteria, or
- Any other medical management process utilized by an insured health plan.

To join the afternoon session on Feb 25 at 1-2pm, **click [Join the meeting now](#)** for virtual meeting or call **[857-327-9245, with Meeting ID of 730704098#](tel:857-327-9245)**.

To join the evening session on Feb 25 at 6-7:30 pm, **click [Join the meeting now](#)** for virtual meeting or call **[857-327-9245, with Meeting ID of 698374243#](tel:857-327-9245)**.

Written Comments: Please submit written comments about this topic by 3/11/2026 via email to Rebecca.butler@mass.gov and kevin.beagan@mass.gov.

EVENT: [DOI Public Hearing on New Regulations Limiting Prior Authorizations](#)

Thursday, February 19, 2026 at 1:00 p.m.

DOI has issued strong new draft regulations that restrict when commercial health plans can require prior authorization, and requiring prompt decisions by the plans. See the regulations at pages 18-22 at <https://www.mass.gov/doc/proposed-regulation-211-cmr-5200/download>. If you support limiting the use of prior authorization, please attend.

This event is more formal. To register to speak at this event, you must email doidocket.mailbox@mass.gov by 2/17/26 at 5pm and give your name, phone number and email, and say that you want to speak about the regulations. To simply attend the hearing without speaking, email doidocket.mailbox@mass.gov before 12 noon on 2/18/26, give your name, phone number and email, and say you want to attend the event. You will receive an email with instructions on how to join the online hearing.

Written Comments: Please send written comments by 5pm on 2/26/2025 to doidocket.mailbox@mass.gov with “DOI Docket No. G2026-01” in the subject of the email and in the title of the comments.