

~~(3) FOR A COVERAGE DECISION INVOLVING AN EXTENSION OF A COURSE OF TREATMENT BEYOND THE PERIOD OF TIME OR NUMBER OF TREATMENTS PREVIOUSLY APPROVED BY THE CARRIER, THE CARRIER SHALL COMPLY WITH § 15-10A-02(I)(3) OF THIS TITLE.~~

~~(4) FOR A COVERAGE DECISION INVOLVING AN EMERGENCY CASE, THE CARRIER SHALL COMPLY WITH § 15-10A-02(I)(2) OF THIS TITLE.~~

~~[(2)] (5) Notice of the coverage decision required to be sent under [paragraph (1)] PARAGRAPHS (1) THROUGH (4) of this subsection shall:~~

~~(i) state in detail in clear, understandable language, the specific factual bases for the carrier's decision; [and]~~

~~(ii) include the following information:~~

~~1. that the [member, or a health care provider acting on behalf of the member,] MEMBER OR THE AUTHORIZED REPRESENTATIVE has a right to file an appeal with the carrier;~~

~~2. that the [member, or a health care provider acting on behalf of the member,] MEMBER OR THE AUTHORIZED REPRESENTATIVE may file a complaint with the Commissioner without first filing an appeal, if the coverage decision involves an [urgent medical condition] EMERGENCY CASE for which care has not been rendered;~~

~~3. the Commissioner's address, telephone number, and facsimile number;~~

~~4. that the Health Advocacy Unit is available to assist the member in both mediating and filing an appeal under the carrier's internal appeal process; and~~

~~5. the address, telephone number, facsimile number, and electronic mail address of the Health Advocacy Unit;~~

~~(III) REFERENCE THE SPECIFIC HEALTH BENEFIT PLAN PROVISIONS ON WHICH THE COVERAGE DECISION IS BASED;~~

~~(IV) INCLUDE A DESCRIPTION OF ANY ADDITIONAL MATERIAL OR INFORMATION REQUIRED FROM THE MEMBER OR THE AUTHORIZED REPRESENTATIVE AND AN EXPLANATION OF THE NECESSITY OF THE MATERIAL OR INFORMATION;~~

~~(V) INCLUDE A DESCRIPTION OF THE CARRIER'S APPEAL PROCEDURES AND THE TIME LIMITS APPLICABLE TO THE CARRIER'S APPEAL PROCEDURES; AND~~

~~(VI) IF THE CARRIER USES AN INTERNAL RULE, GUIDELINE, PROTOCOL, OR OTHER SIMILAR CRITERION TO MAKE THE COVERAGE DECISION:~~

~~1. PROVIDE THE INTERNAL RULE, GUIDELINE, PROTOCOL, OR OTHER SIMILAR CRITERION; OR~~