

HEALTH EDUCATION AND ADVOCACY UNIT

Vikram Khanna, *Director*

576-6550

Within the Division of Consumer Protection, the Health Education and Advocacy Unit was created in 1986 (Chapters 296 and 565, Acts of 1986). The Unit implements an educational and advocacy program enabling health-care consumers to make more informed choices in the health marketplace and participate in decisions concerning their health care.

The Unit helps health-care consumers understand their health-care bills and third party coverage, identify improper billing or coverage determinations, and report such problems to appropriate agencies, insurers, or providers. The Unit may refer concerns raised by health-care consumers to professional, licensing or disciplinary bodies. The Unit also may recommend to government officers and agencies measures to promote the interests of health-care consumers in the health marketplace.

Authorization for the Unit continues until June 30, 1990 (Code Commercial Law Article, secs. 13-4A-01 through 13-4A-03).

HEALTH CLUB REGISTRATION UNIT

Steven Sakomota-Wengel, *Administrator*

576-6550

The Health Club Registration Unit was established within the Division of Consumer Protection in 1986. The Unit is responsible for the registration of Maryland health clubs and for ensuring that they are properly bonded (Code Commercial Law Article, secs. 14-12B-01 through 14-12B-08).

ARBITRATION UNIT

Gilbert S. Birnbach, *Director*

576-6550

The Arbitration Unit mediates disputes between consumers and businesses (Code Commercial Law Article, sec. 13-404). Both parties must agree to submit the dispute to arbitration. There is no charge to either party for this service.

COMPLAINT HANDLING UNIT

Rebecca Bowman, *Director*

576-6550

Baltimore Consumer Hotline: 528-8662
 Hagerstown Consumer Hotline: 791-4780
 Salisbury Consumer Hotline: 543-6609

The Complaint Handling Unit gathers and conciliates individual consumer complaints (Code Commercial Law Article, secs. 13-401, 13-402). The Unit's telephone "hotline" provides consumers

with prepurchase advice, business complaint histories, and instructions on how to file a complaint.

CONSUMER COUNCIL

Chairperson: Mark Silbergold, 1994

Appointed by Governor with Senate consent: Edna D. Butcher, 1990; Hardev Singh Palta, 1990; Frank A. Porter, 1990; Cheryl A. Hysted, 1992; Champe C. McCulloch, 1992; Paul A. Riecks, 1992; Jennifer Jenkins Dean, 1994; A. Kimbrough Sherman, 1994.

Ex officio: William Leibovici, *Chief, Division of Consumer Protection*

Caroline B. Stellmann, *Executive Director*

7 N. Calvert St.

Baltimore, MD 21202

576-6593

Created in 1974 as part of the Division of Consumer Protection, the Consumer Council advises the Division on general goals, undertakes studies and reports, and fosters cooperation among federal, State and local agencies, and private groups (Chapter 609, Acts of 1974).

The Council consists of the Chief of the Division of Consumer Protection and nine members appointed by the Governor with Senate consent. Three members represent consumer groups or interests, three represent business groups or interests, and three represent the public sector. Members serve without compensation for six-year terms (Code Commercial Law Article, sec. 13-202).

CRIMINAL APPEALS DIVISION

Gary E. Bair, *Chief*

Jillyn K. Schulze, *Deputy Chief*

Richard B. Rosenblatt, *Senior Counsel, Capital Litigation*

7 N. Calvert St.

Baltimore, MD 21202

576-6410

The Criminal Appeals Division represents the State in suits involving the criminal justice system. Advocating the State's position in written briefs and at oral argument, the Division handles all appeals in criminal cases in the U.S. Supreme Court, the Maryland Court of Appeals, and the Maryland Court of Special Appeals. The Division represents the State as well in federal court on collateral review of State criminal convictions. The Division also advises State's Attorneys and other law enforcement personnel on legal matters.