

~~(H) IN A RURAL AREA, WITHIN 30 MILES OR 30 MINUTES FROM THE ENROLLEE'S RESIDENCE, AND~~

[(4)] ~~(6)~~ 5. notify a provider at least 90 days before the date of the termination of the provider from the carrier's provider panel, if the termination is for reasons unrelated to fraud, patient abuse, incompetency, or loss of licensure status.

(2) THE PROVISIONS OF PARAGRAPH (1)(II)4 OF THIS SUBSECTION MAY NOT BE CONSTRUED TO REQUIRE A CARRIER TO ALLOW A PROVIDER TO REFUSE TO ACCEPT NEW PATIENTS COVERED BY THE CARRIER.

(j) (1) A carrier shall make available to prospective enrollees on the Internet and, on request of a prospective enrollee, in printed form:

- (i) a list of providers on the carrier's provider panel; and
- (ii) information on providers that are no longer accepting new patients.

(2) A carrier shall notify each enrollee at the time of initial enrollment and renewal about how to obtain the following information on the Internet and in printed form:

- (i) a list of providers on the carrier's provider panel; and
- (ii) information on providers that are no longer accepting new patients.

(3) (i) Information provided in printed form under paragraphs (1) and (2) of this subsection shall be updated at least once a year.

(ii) ~~Information~~ SUBJECT TO SUBSECTION (M) OF THIS SECTION, INFORMATION provided on the Internet under paragraphs (1) and (2) of this subsection shall be updated at least once every 15 days.

(4) A policy, certificate, or other evidence of coverage shall:

(i) indicate clearly the office in the Administration that is responsible for receiving and responding to complaints from enrollees about carriers; and

(ii) include the telephone number of the office and the procedure for filing a complaint.

(M) (1) A CARRIER SHALL UPDATE ITS PROVIDER INFORMATION UNDER SUBSECTION (J)(3)(II) OF THIS SECTION WITHIN 15 WORKING DAYS AFTER RECEIPT OF WRITTEN NOTIFICATION FROM THE PARTICIPATING PROVIDER OF A CHANGE IN THE APPLICABLE INFORMATION.

(2) NOTIFICATION IS PRESUMED TO HAVE BEEN RECEIVED BY A CARRIER.