

(3) (I) THE DENTAL PLAN ORGANIZATION SHALL PRESERVE ITS BOOKS, ACCOUNTS, AND RECORDS FOR AT LEAST 5 YEARS.

(II) PRESERVATION BY PHOTOGRAPHIC REPRODUCTION OR RECORDS IN PHOTOGRAPHIC FORM SHALL CONSTITUTE COMPLIANCE WITH THIS SUBTITLE.

(B) AT THE DISCRETION OF THE COMMISSIONER, THE SECRETARY OF HEALTH AND MENTAL HYGIENE AND THE MARYLAND STATE BOARD OF DENTAL EXAMINERS MAY PARTICIPATE IN THE INVESTIGATION AND EXAMINATIONS DESCRIBED IN THIS SECTION TO VERIFY THE EXISTENCE OF A SOLVENT DENTAL PLAN.

(C) THE EXPENSE INCURRED BY THE COMMISSIONER, THE SECRETARY OF HEALTH AND MENTAL HYGIENE, AND THE MARYLAND STATE BOARD OF DENTAL EXAMINERS IN ANY EXAMINATION MADE PURSUANT TO THIS SECTION SHALL BE PAID FOR BY THE PERSON EXAMINED IN ACCORDANCE WITH THE PROVISIONS OF § 33 OF THIS ARTICLE.

589.

(A) A DENTAL PLAN ORGANIZATION SHALL ESTABLISH AND MAINTAIN A COMPLAINT SYSTEM TO PROVIDE REASONABLE PROCEDURES FOR THE RESOLUTION OF WRITTEN COMPLAINTS INITIATED BY ENROLLEES CONCERNING DENTAL PLAN SERVICES. THE DENTAL PLAN ORGANIZATION SHALL MAINTAIN RECORDS OF ALL WRITTEN COMPLAINTS INITIATED BY ENROLLEES.

(B) THE COMMISSIONER MAY EXAMINE THE COMPLAINT SYSTEM. IF THE COMMISSIONER DETERMINES THAT THE SYSTEM IS NOT ADEQUATE, THE COMMISSIONER MAY REQUIRE A REVISION OF THE COMPLAINT SYSTEM.

590.

(A) ON OR BEFORE JULY 1 OF EACH YEAR, EVERY DENTAL PLAN ORGANIZATION SHALL FILE WITH THE COMMISSIONER A REPORT COVERING ITS ACTIVITIES FOR THE PRECEDING CALENDAR YEAR.

(B) THE REPORTS SHALL BE ON FORMS PRESCRIBED BY THE COMMISSIONER AND SHALL INCLUDE:

(1) A FINANCIAL STATEMENT OF THE DENTAL PLAN ORGANIZATION, INCLUDING ITS BALANCE SHEET, RECEIPTS, AND DISBURSEMENTS FOR THE PRECEDING YEAR CERTIFIED BY A CERTIFIED PUBLIC ACCOUNTANT;

(2) ANY SIGNIFICANT MODIFICATION OF INFORMATION SUBMITTED WITH THE APPLICATION FOR A CERTIFICATE OF AUTHORITY;

(3) THE NUMBER OF PERSONS WHO BECAME ENROLLEES DURING THE YEAR, THE NUMBER OF ENROLLEES AS OF THE END OF THE YEAR, AND THE NUMBER OF ENROLLMENTS TERMINATED DURING THE YEAR;