

(IV) A DESCRIPTION OF COMMUNITY HEALTH RESOURCES AND HOW THEY WILL BE USED.

(3) THE HEALTH MAINTENANCE ORGANIZATION SHALL STATE ITS PRIORITIES AND OBJECTIVES IN WRITING, DESCRIBING HOW THE PRIORITIES AND OBJECTIVES RELATING TO THE HEALTH PROBLEMS AND NEEDS OF THE MEMBER POPULATION WILL BE PROVIDED FOR.

~~(4) THE HEALTH MAINTENANCE ORGANIZATION SHALL PROVIDE A GENERAL DESCRIPTION OF THE SERVICES AVAILABLE TO ITS MEMBERS, INCLUDING TYPE OF SERVICES, HOURS, SERVICES OFFERED, TYPES OF PERSONNEL WHO WILL PROVIDE SERVICES, AND REFERRAL ARRANGEMENTS.~~

(4) (I) THE HEALTH MAINTENANCE ORGANIZATION SHALL PROVIDE AT THE TIME MEMBERSHIP IS SOLICITED A GENERAL DESCRIPTION OF THE BENEFITS AND SERVICES AVAILABLE TO ITS MEMBERS, INCLUDING BENEFIT LIMITATIONS AND EXCLUSIONS, LOCATION OF FACILITIES OR PROVIDERS, AND PROCEDURES TO OBTAIN MEDICAL SERVICES.

(II) THE HEALTH MAINTENANCE ORGANIZATION SHALL PLACE THE FOLLOWING STATEMENT, IN BOLD PRINT, ON EVERY ENROLLMENT CARD OR APPLICATION: "IF YOU HAVE ANY QUESTIONS CONCERNING THE BENEFITS AND SERVICES THAT ARE PROVIDED BY OR EXCLUDED UNDER THIS AGREEMENT, PLEASE CONTACT A MEMBERSHIP SERVICES REPRESENTATIVE BEFORE SIGNING THIS APPLICATION OR CARD."

(5) THE PLAN SHALL CONTAIN EVIDENCE THAT:

(I) THE PROGRAMS AND SERVICES OFFERED ARE BASED ON THE HEALTH PROBLEMS OF AND THE COMMUNITY HEALTH SERVICES AVAILABLE TO ITS MEMBER POPULATION;

(II) THERE IS AN ACTIVE PROGRAM FOR PREVENTING ILLNESS, DISABILITY, AND HOSPITALIZATION AMONG ITS MEMBERS; AND

(III) THE SERVICES DESIGNED TO PREVENT THE MAJOR HEALTH PROBLEMS IDENTIFIED AMONG CHILD AND ADULT MEMBERS AND TO IMPROVE THEIR GENERAL HEALTH ARE PROVIDED BY THE HEALTH MAINTENANCE ORGANIZATION.

(E) (1) THE HEALTH MAINTENANCE ORGANIZATION SHALL HAVE AN INTERNAL PEER REVIEW SYSTEM THAT WILL EVALUATE THE UTILIZATIONAL SERVICES AND THE QUALITY OF HEALTH CARE PROVIDED TO ITS MEMBERS.

(2) THE REVIEW SYSTEM SHALL:

(I) PROVIDE FOR REVIEW BY APPROPRIATE HEALTH PROFESSIONALS OF THE PROCESS FOLLOWED IN THE PROVISION OF HEALTH SERVICES;

(II) USE SYSTEMATIC DATA COLLECTION OF PERFORMANCES AND PATIENT RESULTS;

(III) PROVIDE INTERPRETATION OF THIS DATA TO THE PRACTITIONERS;