

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June 30, 1988.

Approved May 17, 1988.

CHAPTER 388

(House Bill 241)

AN ACT concerning

Health Maintenance Organizations - Complaints of
Members and Subscribers

FOR the purpose of requiring the Secretary of Health and Mental Hygiene, with the advice of the Insurance Commissioner, to adopt regulations to establish a certain system for the receipt and investigation of complaints of members and subscribers of health maintenance organizations concerning the operation of any health maintenance organization in the State; specifying that the complaint system established shall include certain criteria and procedures; requiring documentation of certain determinations; requiring notice of the complaint system to be included in certain contracts; requiring the Secretary of Health and Mental Hygiene to report to the General Assembly on or before a certain date each year on the complaint system established; requiring the annual report on the complaint system to include certain information; and generally relating to the creation of a complaint system to respond to the complaints of members and subscribers of health maintenance organizations concerning the operation of health maintenance organizations in this State.

BY repealing and reenacting, without amendments,

Article - Health - General
Section 19-701(e), (f), and (h)
Annotated Code of Maryland
(1987 Replacement Volume)

BY adding to

Article - Health - General
Section 19-705.2
Annotated Code of Maryland
(1987 Replacement Volume)