

(I) THE RESOLUTION OF ALL DISPUTES;

(II) A MANAGED CARE ORGANIZATION'S FAILURE TO MEET THE DEPARTMENT'S REQUIREMENTS; AND

(III) ANY OTHER INFORMATION SPECIFIED BY THE DEPARTMENT;

(3) EDUCATING ENROLLEES ABOUT:

(I) THE SERVICES PROVIDED BY THE ENROLLEE'S MANAGED CARE ORGANIZATION; AND

(II) THE ENROLLEE'S RIGHTS AND RESPONSIBILITIES IN RECEIVING SERVICES FROM THE MANAGED CARE ORGANIZATION; AND

(4) ADVOCATING ON BEHALF OF THE ENROLLEE BEFORE THE MANAGED CARE ORGANIZATION, INCLUDING ASSISTING THE ENROLLEE IN USING THE MANAGED CARE ORGANIZATION'S GRIEVANCE PROCESS.

(G) "PRIMARY MENTAL HEALTH SERVICES" MEANS THE CLINICAL EVALUATION AND ASSESSMENT OF SERVICES NEEDED BY AN INDIVIDUAL AND THE PROVISION OF SERVICES OR REFERRAL FOR ADDITIONAL SERVICES AS DEEMED MEDICALLY APPROPRIATE BY A PRIMARY CARE PROVIDER

(⊕) (H) "Program" means the Maryland Medical Assistance Program.

(⊕) (I) "Program recipient" means an individual who receives benefits under the Program.

(J) "SPECIALTY MENTAL HEALTH SERVICES" MEANS ANY MENTAL HEALTH SERVICES OTHER THAN PRIMARY MENTAL HEALTH SERVICES.

15-102.

(a) Subject to the limitations of the State budget [and the availability of federal funds], the Department shall provide preventive and home care services for indigent and medically indigent individuals.

15-102.1.

(a) The General Assembly finds that it is a goal of this State to promote the development of a health care system that provides adequate and appropriate health care SERVICES to indigent and medically indigent individuals.

(b) The Department shall, to the extent permitted, subject to the limitations of the State budget [and the availability of federal funds] :

(1) Provide a comprehensive system of quality health care SERVICES with an emphasis on prevention, education, individualized care, and appropriate case management;

(2) Develop a prenatal care program for Program recipients and encourage its utilization;