

1. Develop and publicize procedures to assure that the health maintenance organization is notified of the services and receives adequate documentation of the services;

2. Develop and provide informational materials to all subscribers and enrollees of the health maintenance organization that clearly describe and inform subscribers and enrollees of their potential responsibility for payment for services rendered by a health care provider, including a physician or hospital, that does not have a written contract with the health maintenance organization; and

3. Develop and provide specific information to all subscribers and enrollees of the health maintenance organization that clearly describes the procedures to be followed for emergency services, including:

A. The appropriate use of hospital emergency rooms;

B. The appropriate use, location, and hours of operation of any urgent care facilities operated by the health maintenance organization; and

C. The potential responsibility of subscribers and enrollees for payment for emergency services or nonemergency services rendered in a hospital emergency facility pursuant to § 19-710(q) of this subtitle;]

~~(3) A REQUIREMENT THAT A HEALTH MAINTENANCE ORGANIZATION HAVE PROCEDURES TO ASSURE THAT IT IS NOTIFIED OF SERVICES RENDERED TO A MEMBER BY A PROVIDER THAT DOES NOT HAVE A CONTRACT WITH THE HEALTH MAINTENANCE ORGANIZATION AND THAT IT OBTAINS ADEQUATE DOCUMENTATION OF THE MEDICAL COMPLAINT OF THE MEMBER AND THE SERVICES RENDERED;~~

(3) A REQUIREMENT THAT ANY NONPARTICIPATING PROVIDER SHALL SUBMIT TO THE HEALTH MAINTENANCE ORGANIZATION THE APPROPRIATE DOCUMENTATION OF THE MEDICAL COMPLAINT OF THE MEMBER AND THE SERVICES RENDERED;

[(3)](4) A requirement that a health maintenance organization shall have a physician available at all times to provide diagnostic and treatment services;

[(4)](5) A requirement that a health maintenance organization shall assure that:

(i) Each member who is seen for a medical complaint is evaluated under the direction of a physician; and

(ii) Each member who receives diagnostic evaluation or treatment is under the direct medical management of a health maintenance organization physician who provides continuing medical management; and

[(5)](6) A requirement that each member shall have an opportunity to select a primary physician from among those available to the health maintenance organization.