

Section 19-705.1(b)(2)
Annotated Code of Maryland
(1996 Replacement Volume and 1996 Supplement)

BY adding to

Article - Health - General
Section 19-705.6 and 19-705.7
Annotated Code of Maryland
(1996 Replacement Volume and 1996 Supplement)

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That the Laws of Maryland read as follows:

Article - Health - General

15-103.

~~(b) (9) Each managed care organization shall:~~

~~(i) Have a quality assurance program in effect which is subject to the approval of the Department and which, at a minimum:~~

- ~~1. Complies with any health care quality improvement system developed by the Health Care Financing Administration;~~
- ~~2. Complies with the quality requirements of applicable State licensure laws and regulations;~~
- ~~3. Complies with practice guidelines and protocols specified by the Department;~~
- ~~4. Provides for an enrollee grievance system, including an enrollee hotline;~~
- ~~5. Provides a provider grievance system;~~
- ~~6. Provides for enrollee and provider satisfaction surveys, to be taken at least annually;~~
- ~~7. Provides for a consumer advisory board to receive regular input from enrollees;~~
- ~~8. Provides for an annual consumer advisory board report to be submitted to the Secretary; and~~
- ~~9. Complies with specific quality, access, data, and performance measurements adopted by the Department for treating enrollees with special needs;~~

~~(ii) Submit to the Department:~~

- ~~1. Service specific data by service type in a format to be established by the Department; and~~