

~~2. Utilization and outcome reports, such as the Health Plan Employer Data and Information Set (HEDIS), as directed by the Department;~~

~~(iii) Promote timely access to and continuity of health care services for enrollees, INCLUDING:~~

~~1. PROVIDING A 24-HOUR TOLL FREE TELEPHONE ACCESS SYSTEM:~~

~~A. FOR ENROLLEES AND PROVIDERS TO DETERMINE, WITH ONE TELEPHONE CALL TO A CURRENT ROSTER, THE PRIMARY CARE PROVIDER ASSIGNED TO AN ENROLLEE; AND~~

~~B. FOR PROVIDERS TO DETERMINE, WITH ONE TELEPHONE CALL TO A CURRENT ROSTER, EACH SPECIALTY PROVIDER CONTRACTED TO BE ON CALL FOR EACH MANAGED CARE ORGANIZATION AT EACH HOSPITAL IN THE STATE FOR EACH DAY OF THE MONTH;~~

~~2. PROVIDING AUTHORIZATION AT THE INITIAL TELEPHONE ACCESS FOR ENROLLEES WHO DO NOT HAVE AN ASSIGNED PRIMARY CARE PROVIDER; AND~~

~~3. PROVIDING FOR THE REIMBURSEMENT OF THE MEDICAL OR SURGICAL PROVIDER ON CALL FOR UNASSIGNED PATIENTS GENERALLY OR THE APPROPRIATE SPECIALIST ON CALL FOR THE HOSPITAL ON THAT DATE IN THE EVENT A TELEPHONE ACCESS SYSTEM IS NOT ESTABLISHED, OR IF AN ENROLLEE'S PRIMARY CARE PROVIDER OR THE SPECIALIST NEEDED BY AN ENROLLEE CANNOT BE DETERMINED WITHIN A REASONABLE TIME, AS DETERMINED BY THE CIRCUMSTANCES OF THE CASE IN THE JUDGMENT OF THE TREATING EMERGENCY PHYSICIAN, BUT NOT EXCEEDING 30 MINUTES AFTER THE INITIAL DOCUMENTED CALL TO THE TELEPHONE ACCESS SYSTEM, WITH REIMBURSEMENT FOR NONCONTRACTING PROVIDERS AS PROVIDED IN § 19-710.1 OF THIS ARTICLE;~~

~~(iv) Demonstrate organizational capacity to provide special programs, including outreach, case management, and home visiting, tailored to meet the individual needs of all enrollees;~~

~~(v) Provide assistance to enrollees in securing necessary health care services;~~

~~(vi) Provide or assure alcohol and drug abuse treatment for substance abusing pregnant women and all other enrollees of managed care organizations who require these services;~~

~~(vii) Educate enrollees on health care prevention and good health habits;~~

~~(viii) Assure necessary provider capacity in all geographic areas under contract;~~