

19-705.1.

(b) The standards of quality of care shall include:

(2) A requirement that a health maintenance organization shall have a system for providing a member with 24-hour access to a physician in cases where there is an immediate need for medical services, AND FOR PROMOTING TIMELY ACCESS TO AND CONTINUITY OF HEALTH CARE SERVICES FOR MEMBERS, ~~including providing~~ INCLUDING:

~~(I) PROVIDING 24-hour access by telephone to a person who is able to appropriately respond to calls from members and providers concerning after-hours care~~ INCLUDING; AND:

~~(II) PROVIDING A 24-HOUR TOLL FREE TELEPHONE ACCESS SYSTEM FOR USE IN HOSPITAL EMERGENCY DEPARTMENTS; IN ACCORDANCE WITH § 19-705.6 OF THIS SUBTITLE.~~

~~1. FOR MEMBERS AND PROVIDERS TO DETERMINE, WITH ONE TELEPHONE CALL TO A CURRENT ROSTER, THE PRIMARY CARE PROVIDER ASSIGNED TO A MEMBER; AND~~

~~2. FOR PROVIDERS TO DETERMINE, WITH ONE TELEPHONE CALL TO A CURRENT ROSTER, EACH SPECIALTY PROVIDER CONTRACTED TO BE ON CALL FOR EACH HEALTH MAINTENANCE ORGANIZATION AT EACH HOSPITAL IN THE STATE FOR EACH DAY OF THE MONTH;~~

~~(II) PROVIDING AUTHORIZATION AT THE INITIAL TELEPHONE ACCESS FOR MEMBERS WHO DO NOT HAVE AN ASSIGNED PRIMARY CARE PROVIDER; AND~~

~~(III) 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 A MEMBER'S PRIMARY CARE PROVIDER OR THE SPECIALIST NEEDED BY A MEMBER 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 SUBTITLE;~~

19-705.6.

~~(A) THE 24-HOUR TOLL FREE TELEPHONE ACCESS SYSTEM PROVIDED BY EACH HEALTH MAINTENANCE ORGANIZATION SHALL:~~

~~(1) ENABLE MEMBERS AND PROVIDERS TO DETERMINE, WITH ONE TELEPHONE CALL, THE PRIMARY CARE PROVIDER ASSIGNED TO A MEMBER;~~