

(1) A DENTAL PLAN ORGANIZATION SHALL ESTABLISH AND MAINTAIN A COMPLAINT SYSTEM TO PROVIDE REASONABLE PROCEDURES FOR THE RESOLUTION OF WRITTEN COMPLAINTS INITIATED BY ENROLLEES ABOUT SERVICES OF THE DENTAL PLAN ORGANIZATION.

(2) THE DENTAL PLAN ORGANIZATION SHALL MAINTAIN RECORDS OF ALL WRITTEN COMPLAINTS INITIATED BY ENROLLEES.

(B) AUTHORITY OF COMMISSIONER.

(1) THE COMMISSIONER MAY EXAMINE THE COMPLAINT SYSTEM OF A DENTAL PLAN ORGANIZATION.

(2) IF THE COMMISSIONER DETERMINES THAT THE COMPLAINT SYSTEM IS INADEQUATE, THE COMMISSIONER MAY REQUIRE A REVISION OF THE COMPLAINT SYSTEM.

REVISOR'S NOTE: This section formerly was Art. 48A, § 589.

The only changes are in style.

Defined terms: "Commissioner" § 1-101
"Dental plan organization" § 14-401
"Enrollee" § 14-401

14-413. ANNUAL REPORT.

(A) REQUIRED.

ON OR BEFORE JULY 1 OF EACH YEAR, EACH DENTAL PLAN ORGANIZATION SHALL FILE WITH THE COMMISSIONER A REPORT, ON THE FORM THAT THE COMMISSIONER PROVIDES, THAT COVERS THE ACTIVITIES OF THE DENTAL PLAN ORGANIZATION FOR THE PRECEDING CALENDAR YEAR.

(B) CONTENTS.

THE REPORT REQUIRED UNDER SUBSECTION (A) OF THIS SECTION SHALL INCLUDE:

(1) A FINANCIAL STATEMENT OF THE DENTAL PLAN ORGANIZATION, INCLUDING ITS BALANCE SHEET, RECEIPTS, AND DISBURSEMENTS FOR THE PRECEDING YEAR CERTIFIED BY A CERTIFIED PUBLIC ACCOUNTANT;

(2) ANY SIGNIFICANT MODIFICATION OF INFORMATION SUBMITTED WITH THE APPLICATION FOR A CERTIFICATE OF AUTHORITY;

(3) THE NUMBER OF INDIVIDUALS WHO BECAME ENROLLEES DURING THE YEAR, THE NUMBER OF ENROLLEES AS OF THE END OF THE YEAR, AND THE NUMBER OF ENROLLMENTS TERMINATED DURING THE YEAR;

(4) A DESCRIPTION OF THE ENROLLEE COMPLAINT SYSTEM, INCLUDING:

(1) THE PROCEDURES OF THE COMPLAINT SYSTEM;