

(2) A CARRIER SHALL MAKE AVAILABLE TO PROSPECTIVE ENROLLEES AND NOTIFY EACH EXISTING ENROLLEE AT THE TIME OF RENEWAL ABOUT HOW TO OBTAIN THE FOLLOWING INFORMATION ON THE INTERNET AND IN PRINTED FORM:

(1) A LIST OF PROVIDERS ON THE CARRIER'S PROVIDER PANEL;
AND

(II) INFORMATION ON PROVIDERS THAT ARE NO LONGER ACCEPTING NEW PATIENTS.

~~(2) (3) (1) The information~~ INFORMATION provided IN PRINTED FORM under ~~paragraph (1)~~ PARAGRAPHS (1) AND (2) of this subsection shall be updated at least once a year. }
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(II) INFORMATION PROVIDED ON THE INTERNET UNDER PARAGRAPH (2) OF THIS SUBSECTION SHALL BE UPDATED AT LEAST ONCE EVERY 15 DAYS.

~~(1) A CARRIER SHALL MAKE AVAILABLE A LIST OF PROVIDERS ON THE CARRIER'S PROVIDER PANEL TO PROSPECTIVE ENROLLEES AT THE TIME OF ENROLLMENT AND TO ENROLLEES AT THE TIME OF RENEWAL.~~

~~(2) A CARRIER MAY SATISFY THE REQUIREMENTS OF PARAGRAPH (1) OF THIS SUBSECTION BY:~~

~~(I) NOTIFYING ENROLLEES AND PROSPECTIVE ENROLLEES ABOUT HOW TO OBTAIN A LIST OF PROVIDERS ON THE CARRIER'S PROVIDER PANEL ON THE INTERNET;~~

~~(II) NOTIFYING ENROLLEES AND PROSPECTIVE ENROLLEES ABOUT HOW TO ORDER A PRINTED COPY OF THE LIST OF PROVIDERS ON THE CARRIER'S PROVIDER PANEL; OR~~

~~(III) PROVIDING A PRINTED COPY OF THE LIST OF PROVIDERS ON THE CARRIER'S PROVIDER PANEL AT THE TIME OF THE ENROLLEE'S INITIAL ENROLLMENT WITH THE CARRIER.~~

~~(3) (4)~~ A policy, certificate, or other evidence of coverage shall:

(i) indicate clearly the office in the Administration that is responsible for receiving and responding to complaints from enrollees about carriers; and

(ii) include the telephone number of the office and the procedure for filing a complaint.

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect October 1, 2000.

May 18, 2000

The Honorable Casper R. Taylor, Jr.