

~~1. the medical director or associate medical director, as appropriate, who made the decision if the carrier is a health maintenance organization; or~~

~~2. the designated employee or representative of the carrier who has responsibility for the carrier's internal grievance process if the carrier is not a health maintenance organization;~~

~~(iv) gives written details of the carrier's internal grievance process and procedures under this subtitle; [and]~~

~~(v) includes the following information:~~

~~1. that the member or [a health care provider] THE AUTHORIZED REPRESENTATIVE ACTING on behalf of the member has a right to file a complaint with the Commissioner within [30 working] 45 days after receipt of a carrier's grievance decision;~~

~~2. that a complaint may be filed without first filing a grievance if the member or [a health care provider] THE AUTHORIZED REPRESENTATIVE filing a grievance on behalf of the member can demonstrate a compelling reason to do so as determined by the Commissioner;~~

~~3. the Commissioner's address, telephone number, and facsimile number;~~

~~4. a statement that the Health Advocacy Unit is available to assist the member in both mediating and filing a grievance under the carrier's internal grievance process; and~~

~~5. the address, telephone number, facsimile number, and electronic mail address of the Health Advocacy [Unit.] UNIT;~~

~~(VI) IF A CARRIER USES AN INTERNAL RULE, GUIDELINE, PROTOCOL, OR OTHER SIMILAR CRITERION TO MAKE THE ADVERSE DECISION:~~

~~1. PROVIDES THE INTERNAL RULE, GUIDELINE, PROTOCOL, OR OTHER SIMILAR CRITERION; OR~~

~~2. INFORMS THE MEMBER AND THE AUTHORIZED REPRESENTATIVE THAT A COPY OF THE INTERNAL RULE, GUIDELINE, PROTOCOL, OR OTHER SIMILAR CRITERION WILL BE PROVIDED FREE OF CHARGE ON REQUEST OF THE MEMBER OR THE AUTHORIZED REPRESENTATIVE;~~

~~(VII) PROVIDES AN EXPLANATION OF THE SCIENTIFIC OR CLINICAL JUDGMENT FOR THE ADVERSE DECISION, IF THE ADVERSE DECISION IS A RESULT OF MEDICAL REVIEW OF EXPERIMENTAL OR INVESTIGATIONAL TREATMENTS OR SERVICES; AND~~

~~(VIII) IF A CARRIER REQUIRES ADDITIONAL INFORMATION:~~