

~~1. PROVIDES A DESCRIPTION OF ANY ADDITIONAL MATERIAL OR INFORMATION REQUIRED FROM THE MEMBER OR AUTHORIZED REPRESENTATIVE; AND~~

~~2. PROVIDES AN EXPLANATION OF WHY THE ADDITIONAL MATERIAL OR INFORMATION IS NECESSARY.~~

~~[(g) If within 5 working days after a member or a health care provider, who has filed a grievance on behalf of a member, files a grievance with the carrier, and if the carrier does not have sufficient information to complete its internal grievance process, the carrier shall:~~

~~(1) notify the member or health care provider that it cannot proceed with reviewing the grievance unless additional information is provided; and~~

~~(2) assist the member or health care provider in gathering the necessary information without further delay.~~

~~(h) A carrier may extend the 30-day or 45-day period required for making a final grievance decision under subsection (b)(2)(ii) of this section with the written consent of the member or the health care provider who filed the grievance on behalf of the member.]~~

~~[(i) (H) (1) [For nonemergency cases, when] WHEN a carrier renders a grievance decision, the carrier shall:~~

~~(i) document the grievance decision in writing after the carrier has provided oral communication of the decision to the member or the [health care provider acting on behalf of the member] AUTHORIZED REPRESENTATIVE; and~~

~~(ii) send, within [5 working days after the grievance decision has been made] THE TIME PERIODS SPECIFIED IN SUBSECTION (C)(2) OF THIS SECTION, a written notice to the member and [a health care provider acting on behalf of the member] THE AUTHORIZED REPRESENTATIVE that:~~

~~1. states in detail in clear, understandable language the specific factual bases for the carrier's decision;~~

~~2. references the specific criteria and standards, including interpretive guidelines, on which the grievance decision was based;~~

~~3. states the name, business address, and business telephone number of:~~

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

~~B. 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; [and]~~

~~4. includes the following information:~~