

~~AND THE AUTHORIZED REPRESENTATIVE WITHIN 15 DAYS AFTER THE REQUEST FOR PREAUTHORIZATION OF HEALTH CARE SERVICES HAS BEEN RECEIVED BY THE CARRIER, UNLESS:~~

~~1. THE MEMBER OR THE AUTHORIZED REPRESENTATIVE FAILS TO PROVIDE SUFFICIENT INFORMATION TO MAKE THE DECISION; OR~~

~~2. THE CARRIER DETERMINES THAT DUE TO CIRCUMSTANCES BEYOND THE CONTROL OF THE CARRIER, A 15 DAY EXTENSION IS NECESSARY.~~

~~(II) IF THE MEMBER OR THE AUTHORIZED REPRESENTATIVE FAILS TO PROVIDE SUFFICIENT INFORMATION TO MAKE THE DECISION, THE CARRIER SHALL:~~

~~1. NOTIFY THE MEMBER AND THE AUTHORIZED REPRESENTATIVE IN WRITING WITHIN 15 DAYS AFTER RECEIPT OF THE REQUEST FOR SERVICES OF THE SPECIFIC INFORMATION NECESSARY TO MAKE THE DECISION;~~

~~2. ALLOW THE MEMBER OR THE AUTHORIZED REPRESENTATIVE AT LEAST 45 DAYS TO PROVIDE THE SPECIFIC INFORMATION; AND~~

~~3. NOTIFY THE MEMBER AND THE AUTHORIZED REPRESENTATIVE IN WRITING OF THE CARRIER'S DECISION WITHIN THE EARLIER OF:~~

~~A. 15 DAYS AFTER RECEIPT OF THE SPECIFIC INFORMATION REQUIRED IN ITEM 1 OF THIS SUBPARAGRAPH; OR~~

~~B. 15 DAYS AFTER THE DATE THE SPECIFIC INFORMATION WAS REQUIRED TO BE PROVIDED TO THE CARRIER.~~

~~(III) IF THE CARRIER DETERMINES THAT A 15 DAY EXTENSION IS NECESSARY DUE TO CIRCUMSTANCES BEYOND THE CONTROL OF THE CARRIER, THE CARRIER SHALL NOTIFY THE MEMBER AND AUTHORIZED REPRESENTATIVE BEFORE THE EXPIRATION OF THE INITIAL 15 DAY PERIOD OF:~~

~~1. THE CIRCUMSTANCES REQUIRING THE EXTENSION OF TIME; AND~~

~~2. THE DATE BY WHICH THE CARRIER EXPECTS TO RENDER A DECISION.~~

~~(5) (I) FOR A RETROSPECTIVE DENIAL OF HEALTH CARE SERVICES, THE CARRIER SHALL PROVIDE WRITTEN NOTICE TO THE MEMBER AND THE AUTHORIZED REPRESENTATIVE WITHIN 30 DAYS AFTER THE REQUEST FOR PAYMENT FOR HEALTH CARE SERVICES IS RECEIVED BY THE CARRIER, SUBJECT TO SUBPARAGRAPHS (II) AND (III) OF THIS PARAGRAPH.~~

~~(II) IF THE MEMBER OR THE AUTHORIZED REPRESENTATIVE FAILS TO PROVIDE SUFFICIENT INFORMATION TO MAKE THE DECISION ON THE PAYMENT OF HEALTH CARE SERVICES, THE CARRIER SHALL:~~