

15-10A-03.

(a) (1) ~~Within [30 working] 45 days after the date of receipt of a grievance decision, a member or [a health care provider] THE AUTHORIZED REPRESENTATIVE, who filed the grievance on behalf of the member under § [15-10A-02(b)(2)(iii)] 15-10A-02(B)(1) of this subtitle, may file a complaint with the Commissioner for review of the grievance decision:~~

~~(2) Whenever the Commissioner receives a complaint under this subsection, the Commissioner shall notify the carrier that is the subject of the complaint within [5 working] 7 days after the date the complaint is filed with the Commissioner.~~

~~(3) Except for an emergency case under subsection [(b)(1)(ii)] (B)(2) of this section, the carrier that is the subject of a complaint filed under paragraph (1) of this subsection shall provide to the Commissioner any information requested by the Commissioner no later than [7 working] 10 days from the date the carrier receives the request for information:~~

~~(b) [(1)] In developing procedures to be used in reviewing and deciding complaints, the Commissioner shall:~~

~~[(i)] (1) allow [a health care provider] AN AUTHORIZED REPRESENTATIVE to file a complaint on behalf of a member; and~~

~~[(ii)] (2) establish an expedited procedure for use in an emergency case for the purpose of making a final decision on a complaint within 24 hours after the complaint is filed with the Commissioner.~~

~~[(2) For purposes of using the expedited procedure for an emergency case under paragraph (1)(ii) of this subsection, the Commissioner shall define by regulation the standards required for a grievance to be considered an emergency case.]~~

~~(c) (1) Except as provided in paragraph (2) of this subsection and except for an emergency case under subsection [(b)(1)(ii)] (B)(2) of this section, the Commissioner shall make a final decision on a complaint:~~

~~(i) within [30 working] 45 days after a complaint regarding a pending health care service is filed; and~~

~~(ii) within [45 working] 60 days after a complaint is filed regarding a retrospective denial of services already provided.~~

~~(2) The Commissioner may extend the period within which a final decision is to be made under paragraph (1) of this subsection for up to an additional [30 working] 45 days if the Commissioner has not yet received:~~

~~(i) information requested by the Commissioner; and~~

~~(ii) the information requested is necessary for the Commissioner to render a final decision on the complaint.~~