

THE INTERNAL GRIEVANCE PROCEDURE SHALL:

- (1) ALLOW A SUBSCRIBER TO SUBMIT A WRITTEN GRIEVANCE TO THE PROVIDER;
- (2) REQUIRE THE PROVIDER TO SEND A WRITTEN ACKNOWLEDGMENT TO THE SUBSCRIBER WITHIN 5 DAYS AFTER RECEIPT OF THE WRITTEN GRIEVANCE;
- (3) GIVE A SUBSCRIBER WHO FILES A WRITTEN GRIEVANCE THE RIGHT TO MEET WITH MANAGEMENT OF THE PROVIDER WITHIN 45 DAYS AFTER RECEIPT OF THE WRITTEN GRIEVANCE TO PRESENT THE SUBSCRIBER'S GRIEVANCE; AND
- (4) REQUIRE THE PROVIDER TO RESPOND WITHIN 45 DAYS AFTER RECEIPT OF THE WRITTEN GRIEVANCE REGARDING THE INVESTIGATION AND RESOLUTION OF THE GRIEVANCE.

REVISOR'S NOTE: This section is new language derived without substantive change from former Art. 70B, § 11G.

In subsection (b)(1) of this section, the reference to "allow[ing]" a subscriber to submit a written grievance is substituted for the former reference to "provid[ing] for ... [t]he opportunity for" a subscriber to submit a written grievance for brevity.

In subsection (b)(3) of this section, the former phrase "to afford the subscriber the opportunity" is deleted as surplusage.

Defined terms: "Provider" § 10-401

"Subscriber" § 10-401

10-429. COPIES OF MATERIALS.

A PROVIDER SHALL MAKE READILY AVAILABLE TO ITS SUBSCRIBERS FOR REVIEW AT THE FACILITY COPIES OF ALL MATERIALS THAT THE PROVIDER SUBMITS TO THE DEPARTMENT THAT ARE REQUIRED TO BE DISCLOSED UNDER THE PUBLIC INFORMATION ACT.

REVISOR'S NOTE: This section is new language derived without substantive change from former Art. 70B, § 11A(d).

Defined terms: "Department" § 10-101

"Facility" § 10-401

"Provider" § 10-401

"Subscriber" § 10-401