

## (2) INFORMATION STATING THAT:

## (I) THE HEALTH ADVOCACY UNIT:

1. IS AVAILABLE TO ASSIST THE MEMBER WITH FILING A GRIEVANCE UNDER THE CARRIER'S INTERNAL GRIEVANCE PROCESS; BUT

2. IS NOT AVAILABLE TO REPRESENT OR ACCOMPANY THE MEMBER DURING THE PROCEEDINGS OF THE INTERNAL GRIEVANCE PROCESS; ~~AND~~

(II) THE HEALTH ADVOCACY UNIT CAN ASSIST THE MEMBER IN MEDIATING A RESOLUTION OF THE ADVERSE DECISION WITH THE CARRIER, BUT THAT ANY TIME DURING THE MEDIATION, THE MEMBER OR A HEALTH CARE PROVIDER ON BEHALF OF THE MEMBER MAY FILE A GRIEVANCE; AND

(III) THE MEMBER OR HEALTH CARE PROVIDER ON BEHALF OF THE MEMBER MAY FILE A COMPLAINT WITH THE COMMISSIONER WITHOUT FIRST FILING A GRIEVANCE IF SUFFICIENT INFORMATION AND SUPPORTING DOCUMENTATION IS FILED WITH THE COMPLAINT THAT DEMONSTRATES A COMPELLING REASON TO DO SO;

(3) THE ADDRESS, TELEPHONE NUMBER, FACSIMILE NUMBER, AND E-MAIL ADDRESS OF THE HEALTH ADVOCACY UNIT;

(4) THE ADDRESS, TELEPHONE NUMBER, AND FACSIMILE NUMBER OF THE COMMISSIONER; AND

(5) INFORMATION ON WHERE THE INFORMATION REQUIRED BY THIS SUBSECTION CAN BE FOUND IN THE MEMBER'S POLICY, PLAN, CERTIFICATE, ENROLLMENT MATERIALS, OR OTHER EVIDENCE OF COVERAGE.

~~(F)~~ (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.

~~(G)~~ (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.

~~(H)~~ (I) (1) FOR NONEMERGENCY CASES, EACH CARRIER'S INTERNAL GRIEVANCE PROCESS ESTABLISHED UNDER SUBSECTION (A) OF THIS SECTION SHALL INCLUDE A PROVISION THAT REQUIRES THE CARRIER TO: