

(2) A HOSPITAL, AS DEFINED IN § 19-301 OF THE HEALTH - GENERAL ARTICLE.

(H) (I) "HEALTH CARE SERVICE" MEANS A HEALTH OR MEDICAL CARE PROCEDURE OR SERVICE RENDERED BY A HEALTH CARE PROVIDER THAT:

(1) PROVIDES TESTING, DIAGNOSIS, OR TREATMENT OF A HUMAN DISEASE OR DYSFUNCTION; OR

(2) DISPENSES DRUGS, MEDICAL DEVICES, MEDICAL APPLIANCES, OR MEDICAL GOODS FOR THE TREATMENT OF A HUMAN DISEASE OR DYSFUNCTION.

(J) (I) "MEMBER" MEANS A PERSON ENTITLED TO HEALTH CARE BENEFITS UNDER A POLICY, PLAN, OR CERTIFICATE ISSUED OR DELIVERED IN THE STATE BY A CARRIER.

(2) "MEMBER" INCLUDES:

(I) A SUBSCRIBER, AND

(II) UNLESS PREEMPTED BY FEDERAL LAW, A MEDICARE

RECIPIENT.

(3) "MEMBER" DOES NOT INCLUDE A MEDICAID RECIPIENT.

(K) "PRIVATE REVIEW AGENT" HAS THE MEANING STATED IN § 15-10B-01 OF THIS TITLE.

15-10A-02.

(A) EACH CARRIER SHALL ESTABLISH AN INTERNAL GRIEVANCE PROCESS FOR ITS MEMBERS.

(B) (1) AN INTERNAL GRIEVANCE PROCESS SHALL MEET THE SAME REQUIREMENTS ESTABLISHED UNDER SUBTITLE 10B OF THIS TITLE.

(2) IN ADDITION TO THE REQUIREMENTS OF SUBTITLE 10B OF THIS TITLE, AN INTERNAL GRIEVANCE PROCESS ESTABLISHED BY A CARRIER UNDER THIS SECTION SHALL:

(I) INCLUDE AN EXPEDITED PROCEDURE FOR USE IN AN EMERGENCY CASE FOR PURPOSES OF RENDERING A GRIEVANCE DECISION WITHIN 24 HOURS OF THE DATE A GRIEVANCE IS FILED WITH THE CARRIER;

(II) PROVIDE THAT A CARRIER RENDER A FINAL DECISION IN WRITING ON A GRIEVANCE WITHIN 30 WORKING DAYS AFTER THE DATE ON WHICH THE GRIEVANCE IS FILED UNLESS:

1. THE GRIEVANCE INVOLVES AN EMERGENCY CASE UNDER ITEM (I) OF THIS PARAGRAPH; ~~OR~~

2. THE MEMBER OR A HEALTH CARE PROVIDER FILING A GRIEVANCE ON BEHALF OF A MEMBER AGREES IN WRITING TO AN EXTENSION FOR A PERIOD OF NO LONGER THAN 30 WORKING DAYS; ~~AND~~ OR