

(2) ASSIST THE MEMBER OR HEALTH CARE PROVIDER IN GATHERING THE NECESSARY INFORMATION WITHOUT FURTHER DELAY.

(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.

(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:

(I) DOCUMENT IN WRITING ANY ADVERSE DECISION OR GRIEVANCE DECISION MADE BY THE CARRIER AFTER THE CARRIER HAS PROVIDED ORAL COMMUNICATION OF THE DECISION TO THE MEMBER OR THE HEALTH CARE PROVIDER WHO FILED THE GRIEVANCE ON BEHALF OF THE MEMBER; AND

(II) WITHIN 5 WORKING DAYS AFTER THE DECISION HAS BEEN MADE, SEND NOTICE OF THE ADVERSE DECISION OR GRIEVANCE DECISION TO:

1. THE MEMBER; AND

2. IF THE GRIEVANCE WAS FILED ON BEHALF OF THE MEMBER UNDER SUBSECTION (B)(2)(III) OF THIS SECTION, THE HEALTH CARE PROVIDER.

(2) NOTICE OF THE ADVERSE DECISION OR GRIEVANCE DECISION REQUIRED TO BE SENT UNDER PARAGRAPH (1) OF THIS SUBSECTION SHALL:

(I) STATE IN DETAIL IN CLEAR, UNDERSTANDABLE LANGUAGE THE SPECIFIC FACTUAL BASES FOR THE CARRIER'S DECISION;

(II) REFERENCE THE SPECIFIC CRITERIA AND STANDARDS, INCLUDING INTERPRETIVE GUIDELINES, ON WHICH THE ADVERSE DECISION OR GRIEVANCE DECISION WAS BASED; AND

(III) STATE THE NAME, BUSINESS ADDRESS, AND BUSINESS TELEPHONE NUMBER OF:

1. THE PHYSICIAN THAT MEDICAL DIRECTOR OR ASSOCIATE MEDICAL DIRECTOR, AS APPROPRIATE, WHO MADE THE ADVERSE DECISION OR GRIEVANCE DECISION IF THE CARRIER IS A HEALTH MAINTENANCE ORGANIZATION; OR

2. THE DESIGNATED EMPLOYEE OR REPRESENTATIVE OF THE CARRIER WHO HAS RESPONSIBILITY FOR THE CARRIER'S INTERNAL GRIEVANCE PROCESS IF THE CARRIER IS NOT A HEALTH MAINTENANCE ORGANIZATION;

(IV) BE SIGNED BY THE MEDICAL DIRECTOR IF THE CARRIER IS A HEALTH MAINTENANCE ORGANIZATION OR A DESIGNATED OFFICER OF THE CARRIER IF THE CARRIER IS NOT A HEALTH MAINTENANCE ORGANIZATION; AND

(III) (V) (IV) INCLUDE THE FOLLOWING INFORMATION: