

(III) THE COMMISSIONER'S USE OF ADDITIONAL INFORMATION MAY NOT DELAY THE COMMISSIONER'S DECISION ON THE COMPLAINT BY MORE THAN 5 WORKING DAYS.

(F) THE COMMISSIONER MAY REQUEST THE MEMBER THAT FILED THE COMPLAINT OR A LEGALLY AUTHORIZED DESIGNEE OF THE MEMBER TO SIGN A CONSENT FORM AUTHORIZING THE RELEASE OF THE MEMBER'S MEDICAL RECORDS TO THE COMMISSIONER OR THE COMMISSIONER'S DESIGNEE THAT ARE NEEDED IN ORDER FOR THE COMMISSIONER TO MAKE A FINAL DECISION ON THE COMPLAINT.

15-10A-04.

(A) THE COMMISSIONER SHALL:

(1) NOTWITHSTANDING THE PROVISIONS OF § 15-10A-03(C)(1)(II) OF THIS SUBTITLE, FOR THE PURPOSE OF MAKING FINAL DECISIONS ON COMPLAINTS, PRIORITIZE COMPLAINTS REGARDING PENDING HEALTH CARE SERVICES OVER COMPLAINTS REGARDING HEALTH CARE SERVICES ALREADY DELIVERED;

~~(1)~~ (2) MAKE AND ISSUE IN WRITING A FINAL DECISION ON ALL COMPLAINTS FILED WITH THE COMMISSIONER UNDER THIS SUBTITLE THAT ARE WITHIN THE COMMISSIONER'S JURISDICTION; AND

~~(2)~~ (3) PROVIDE NOTICE IN WRITING TO ALL PARTIES TO A COMPLAINT OF THE OPPORTUNITY AND TIME PERIOD FOR REQUESTING A HEARING TO BE HELD IN ACCORDANCE WITH TITLE 10, SUBTITLE 2 OF THE STATE GOVERNMENT ARTICLE TO CONTEST A FINAL DECISION OF THE COMMISSIONER MADE AND ISSUED UNDER THIS SUBTITLE § 2-210 OF THIS ARTICLE.

(B) (1) FOR EMERGENCY CASES, THE COMMISSIONER SHALL SEND WRITTEN NOTIFICATION OF THE COMMISSIONER'S FINAL DECISION WITHIN 1 WORKING DAY AFTER THE COMMISSIONER OR THE COMMISSIONER'S DESIGNEE HAS INFORMED THE MEMBER OR A HEALTH CARE PROVIDER WHO FILED THE COMPLAINT ON BEHALF OF THE MEMBER OF THE FINAL DECISION THROUGH AN ORAL COMMUNICATION.

(2) THE COMMISSIONER SHALL INCLUDE IN THE NOTICE THE INFORMATION REQUIRED UNDER ~~SUBSECTION (A)(2)~~ SUBSECTION (A)(3) OF THIS SECTION.

~~(C) IF THE COMMISSIONER DETERMINES THAT A GRIEVANCE DECISION OR ADVERSE DECISION MADE BY A CARRIER IS IMPROPER, THE COMMISSIONER MAY ORDER THE CARRIER TO PAY OR PROVIDE REIMBURSEMENT FOR THE HEALTH CARE SERVICE TO THE MEMBER OR OTHER PERSON DESIGNATED BY THE MEMBER.~~

(C) (1) IT IS A VIOLATION OF THIS SUBTITLE FOR A CARRIER TO FAIL TO FULFILL THE CARRIER'S OBLIGATIONS TO PROVIDE OR REIMBURSE FOR HEALTH CARE SERVICES SPECIFIED IN THE CARRIER'S POLICIES OR CONTRACTS WITH MEMBERS.

(2) IF, IN RENDERING AN ADVERSE DECISION OR GRIEVANCE DECISION, A CARRIER FAILS TO FULFILL THE CARRIER'S OBLIGATIONS TO PROVIDE OR