

(4) STATES THE NUMBER AND OUTCOME OF EACH GRIEVANCE CONSIDERED AN EMERGENCY CASE UNDER § 15-10A-02(B)(2)(I) OF THIS SUBTITLE DESCRIBED IN THE REPORT, INCLUDING THE TIME WITHIN WHICH THE CARRIER MADE A GRIEVANCE DECISION ON EACH EMERGENCY CASE; AND

(5) STATES THE NUMBER AND OUTCOME OF EACH CASE DESCRIBED IN THE REPORT THAT WAS NOT CONSIDERED AN EMERGENCY CASE, INCLUDING THE TIME WITHIN WHICH THE CARRIER MADE A GRIEVANCE DECISION ON THE CASE.

15-10A-08.

(A) ON OR BEFORE NOVEMBER 1, 1999, AND EACH NOVEMBER 1 THEREAFTER, THE HEALTH ADVOCACY UNIT SHALL PUBLISH AN ANNUAL SUMMARY REPORT AND PROVIDE COPIES OF THE REPORT TO THE ~~LEGISLATIVE POLICY COMMITTEE, THE SENATE FINANCE COMMITTEE, THE HOUSE ECONOMIC MATTERS COMMITTEE, AND THE HOUSE ENVIRONMENTAL MATTERS COMMITTEE~~ GOVERNOR AND, SUBJECT TO § 2-1246 OF THE STATE GOVERNMENT ARTICLE, THE GENERAL ASSEMBLY.

(B) (1) THE ANNUAL SUMMARY REPORT REQUIRED UNDER SUBSECTION (A) OF THIS SECTION SHALL BE ON THE GRIEVANCES AND COMPLAINTS FILED WITH OR REFERRED TO A CARRIER, THE COMMISSIONER, THE HEALTH ADVOCACY UNIT, OR ANY OTHER FEDERAL OR STATE GOVERNMENT AGENCY OR UNIT UNDER THIS SUBTITLE DURING THE PREVIOUS FISCAL YEAR.

(2) IN CONSULTATION WITH THE COMMISSIONER AND ANY AFFECTED STATE GOVERNMENT AGENCY OR UNIT, THE HEALTH ADVOCACY UNIT SHALL:

(I) EVALUATE THE EFFECTIVENESS OF THE INTERNAL GRIEVANCE PROCESS AND COMPLAINT PROCESS AVAILABLE TO MEMBERS; AND

(II) INCLUDE IN THE ANNUAL SUMMARY REPORT THE RESULTS OF THE EVALUATION AND ANY PROPOSED CHANGES THAT IT CONSIDERS NECESSARY.

15-10A-09.

(A) THE COMMISSIONER SHALL ADOPT REGULATIONS TO CARRY OUT THIS SUBTITLE.

(B) IN ADDITION TO THE REQUIREMENTS OF SUBSECTION (A) OF THIS SECTION, ON OR BEFORE JANUARY 1, 1999, THE COMMISSIONER SHALL ADOPT BY REGULATION A REQUIREMENT THAT EACH CARRIER PROVIDE A MECHANISM IN A FORM AND MANNER THAT THE COMMISSIONER MAY REQUIRE TO ENABLE A MEMBER TO BE INFORMED OF THE MEMBER'S RIGHT TO CHALLENGE A DECISION MADE BY A CARRIER THAT RESULTED IN THE NONPAYMENT OF A HEALTH CARE SERVICE.

Subtitle 10B. Private Review Agents.

15-10B-01.

(a) In this subtitle the following words have the meanings indicated.