

BY adding to

Article ~~Human Services~~
Section ~~10-430~~
Annotated Code of Maryland
(2007 Volume)

~~SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That the Laws of Maryland read as follows:~~

~~Article Human Services~~

~~10-428.~~

~~(a) A provider shall establish an internal grievance procedure to address a subscriber's grievance.~~

~~(b) The internal grievance procedure shall AT LEAST:~~

~~(1) allow a subscriber to submit a written grievance to the provider IN ANY FORM;~~

~~(2) ALLOW FOR THE ESTABLISHMENT OF A PANEL CONSISTING ONLY OF SUBSCRIBERS TO REVIEW AND PRESENT GRIEVANCES TO MANAGEMENT ON BEHALF OF A GRIEVANT WITHOUT FEAR OF REPRISAL;~~

~~{(2)}(3) require the provider to send a written acknowledgment to the subscriber within 5 days after receipt of the written grievance;~~

~~(4) REQUIRE THE PROVIDER TO ASSIGN PERSONNEL TO INVESTIGATE THE GRIEVANCE AND ITS CAUSE IN A PROMPT MANNER;~~

~~{(3)}(5) give a subscriber who files a written grievance the right to meet with management of the provider within [45] 30 days after receipt of the written grievance to present the subscriber's grievance; and~~

~~{(4)}(6) require the provider to respond within 45 days after receipt of the written grievance regarding the investigation and resolution of the grievance.~~

~~(c) A PROVIDER SHALL SUBMIT THE FOLLOWING INFORMATION TO THE DEPARTMENT AND TO THE HEALTH EDUCATION AND ADVOCACY UNIT IN THE OFFICE OF THE ATTORNEY GENERAL ON A QUARTERLY BASIS:~~

~~(1) THE NUMBER OF WRITTEN GRIEVANCES SUBMITTED TO THE PROVIDER UNDER THIS SECTION;~~