

~~(2) THE NATURE OF THE GRIEVANCES; AND~~

~~(3) ANY ACTION TAKEN BY THE PROVIDER IN RESPONSE TO THE GRIEVANCES.~~

~~10-430.~~

~~IF A SUBSCRIBER IS NOT SATISFIED WITH THE RESOLUTION OF A GRIEVANCE AS DECIDED BY A PROVIDER UNDER § 10-428 OF THIS SUBTITLE, THE SUBSCRIBER MAY SUBMIT A COMPLAINT TO THE HEALTH EDUCATION AND ADVOCACY UNIT IN THE OFFICE OF THE ATTORNEY GENERAL TO IDENTIFY, INVESTIGATE, AND RESOLVE THE COMPLAINT:~~

~~(1) THAT IS MADE BY OR ON BEHALF OF A SUBSCRIBER; AND~~

~~(2) THAT RELATES TO ANY ACTION, INACTION, OR DECISION OF A PROVIDER OR A REPRESENTATIVE OF A PROVIDER OF LONG TERM CARE SERVICES, A PUBLIC AGENCY, OR A HEALTH AND SOCIAL SERVICE AGENCY THAT MAY ADVERSELY AFFECT THE HEALTH, SAFETY, WELFARE, OR RIGHTS OF THE SUBSCRIBER, INCLUDING THE RIGHTS OF A SUBSCRIBER WITH RESPECT TO THE APPOINTMENT AND ACTIVITIES OF GUARDIANS AND REPRESENTATIVE PAYEES.~~

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That, on or before December 1, 2008, a provider that has obtained a certificate of registration to provide continuing care under Title 10, Subtitle 4 of the Human Services Article shall submit the following information to the Department of Aging and to the Health Education and Advocacy Unit in the Office of the Attorney General:

(1) the number of written grievances submitted to the provider under § 10-428 of the Human Services Article during calendar year 2007;

(2) a brief summary of each grievance filed during calendar year 2007 using only nonindividually identifiable information; and

(3) any action taken by the provider regarding the resolution of each grievance filed during calendar year 2007.

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect ~~October~~ June 1, 2008.

Approved by the Governor, May 22, 2008.