
By: **Delegates Mohorovic, Beck, Benson, Billings, Branch, E. Burns, Cadden, Conroy, Cryor, DeCarlo, Doory, Dypski, Edwards, Elliott, Faulkner, Fulton, Howard, B. Hughes, D. Hughes, Jacobs, Marriott, McKee, Minnick, Montague, Morgan, Nathan-Pulliam, Pitkin, Preis, Watson, Weir, Klausmeier, C. Davis, Valderrama, Hubbard, Finifter, Holt, and Hurson**

Introduced and read first time: February 9, 1998
Assigned to: Environmental Matters

A BILL ENTITLED

1 AN ACT concerning

2 **Health Maintenance Organizations - Directory of Providers - Information**
3 **to be Provided**

4 FOR the purpose of requiring that a health maintenance organization conspicuously
5 print, in any directory of participating providers or hospitals, the names and
6 telephone numbers of State agencies that a member, enrollee, or insured person
7 may call to discuss certain issues related to quality of care, life and health care
8 complaints, and legal health care advocacy; and making stylistic changes.

9 BY repealing and reenacting, with amendments,
10 Article - Health - General
11 Section 19-705.1(b)
12 Annotated Code of Maryland
13 (1996 Replacement Volume and 1997 Supplement)

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

16 **Article - Health - General**

17 19-705.1.

18 (b) The standards of quality of care shall include:

19 (1) (i) A requirement that a health maintenance organization shall
20 provide for regular hours during which a member may receive services, including
21 providing for services to a member in a timely manner that takes into account the
22 immediacy of need for services; and

1 (ii) Provisions for assuring that all covered services, including any
2 services for which the health maintenance organization has contracted, are accessible
3 to the enrollee with reasonable safeguards with respect to geographic locations[.];

4 (2) A requirement that a health maintenance organization shall have a
5 system for providing a member with 24-hour access to a physician in cases where
6 there is an immediate need for medical services, and for promoting timely access to
7 and continuity of health care services for members, including:

8 (i) Providing 24-hour access by telephone to a person who is able
9 to appropriately respond to calls from members and providers concerning after-hours
10 care; and

11 (ii) Providing a 24-hour toll free telephone access system for use in
12 hospital emergency departments in accordance with § 19-705.6 of this subtitle[.];

13 (3) A requirement that any nonparticipating provider shall submit to the
14 health maintenance organization the appropriate documentation of the medical
15 complaint of the member and the services rendered;

16 (4) A requirement that a health maintenance organization shall have a
17 physician available at all times to provide diagnostic and treatment services;

18 (5) A requirement that a health maintenance organization shall assure
19 that:

20 (i) Each member who is seen for a medical complaint is evaluated
21 under the direction of a physician; and

22 (ii) Each member who receives diagnostic evaluation or treatment
23 is under the direct medical management of a health maintenance organization
24 physician who provides continuing medical management; [and]

25 (6) A requirement that each member shall have an opportunity to select
26 a primary physician from among those available to the health maintenance
27 organization; AND

28 (7) A REQUIREMENT THAT A HEALTH MAINTENANCE ORGANIZATION
29 PRINT, IN ANY DIRECTORY OF PARTICIPATING PROVIDERS OR HOSPITALS, IN A
30 CONSPICUOUS MANNER, THE STATE AGENCY NAME AND TELEPHONE NUMBER THAT
31 MEMBERS, ENROLLEES, AND INSUREDS MAY CALL TO DISCUSS QUALITY OF CARE
32 ISSUES, LIFE AND HEALTH INSURANCE COMPLAINTS, AND LEGAL HEALTH CARE
33 ADVOCACY, AS FOLLOWS:

34 (I) FOR QUALITY OF CARE ISSUES, THE MARYLAND DEPARTMENT
35 OF HEALTH AND MENTAL HYGIENE, LICENSING AND CERTIFICATION
36 ADMINISTRATION;

1 (II) FOR LIFE AND HEALTH CARE INSURANCE COMPLAINTS, THE
2 MARYLAND INSURANCE ADMINISTRATION, LIFE AND HEALTH INQUIRY AND
3 INVESTIGATION UNIT; AND

4 (III) FOR LEGAL HEALTH CARE ADVOCACY, THE MARYLAND OFFICE
5 OF THE ATTORNEY GENERAL, HEALTH CARE ADVOCACY UNIT.

6 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
7 October 1, 1998.