
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

Committee Report: Favorable with amendments
House action: Adopted
Read second time: March 10, 1998

CHAPTER _____

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~~ address, telephone number, and facsimile number of State
7 agencies that a member, enrollee, or insured person may call to discuss certain
8 issues related to quality of care, life and health care complaints, and ~~legal health~~
9 ~~care advocacy; and assistance in resolving billing and payment disputes with a~~
10 health plan or health care provider; making stylistic changes; and generally
11 relating to health maintenance organizations and directories of participating
12 providers or hospitals.

13 BY repealing and reenacting, with amendments,
14 Article - Health - General
15 Section 19-705.1(b)
16 Annotated Code of Maryland
17 (1996 Replacement Volume and 1997 Supplement)

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

1 **Article - Health - General**

2 19-705.1.

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

4 (1) (i) A requirement that a health maintenance organization shall
5 provide for regular hours during which a member may receive services, including
6 providing for services to a member in a timely manner that takes into account the
7 immediacy of need for services; and8 (ii) Provisions for assuring that all covered services, including any
9 services for which the health maintenance organization has contracted, are accessible
10 to the enrollee with reasonable safeguards with respect to geographic locations[.];11 (2) A requirement that a health maintenance organization shall have a
12 system for providing a member with 24-hour access to a physician in cases where
13 there is an immediate need for medical services, and for promoting timely access to
14 and continuity of health care services for members, including:15 (i) Providing 24-hour access by telephone to a person who is able
16 to appropriately respond to calls from members and providers concerning after-hours
17 care; and18 (ii) Providing a 24-hour toll free telephone access system for use in
19 hospital emergency departments in accordance with § 19-705.6 of this subtitle[.];20 (3) A requirement that any nonparticipating provider shall submit to the
21 health maintenance organization the appropriate documentation of the medical
22 complaint of the member and the services rendered;23 (4) A requirement that a health maintenance organization shall have a
24 physician available at all times to provide diagnostic and treatment services;25 (5) A requirement that a health maintenance organization shall assure
26 that:27 (i) Each member who is seen for a medical complaint is evaluated
28 under the direction of a physician; and29 (ii) Each member who receives diagnostic evaluation or treatment
30 is under the direct medical management of a health maintenance organization
31 physician who provides continuing medical management; [and]32 (6) A requirement that each member shall have an opportunity to select
33 a primary physician from among those available to the health maintenance
34 organization; AND35 (7) A REQUIREMENT THAT A HEALTH MAINTENANCE ORGANIZATION
36 PRINT, IN ANY DIRECTORY OF PARTICIPATING PROVIDERS OR HOSPITALS, IN A

1 ~~CONSPICUOUS MANNER, THE STATE AGENCY NAME AND TELEPHONE NUMBER~~
2 ~~ADDRESS, TELEPHONE NUMBER, AND FACSIMILE NUMBER OF THE STATE AGENCY~~
3 ~~THAT MEMBERS, ENROLLEES, AND INSUREDS MAY CALL TO DISCUSS QUALITY OF~~
4 ~~CARE ISSUES, LIFE AND HEALTH INSURANCE COMPLAINTS, AND LEGAL HEALTH~~
5 ~~CARE ADVOCACY ASSISTANCE IN RESOLVING BILLING AND PAYMENT DISPUTES~~
6 ~~WITH THE HEALTH PLAN OR HEALTH CARE PROVIDER, AS FOLLOWS:~~

7 ~~(I) FOR QUALITY OF CARE ISSUES, THE MARYLAND DEPARTMENT~~
8 ~~OF HEALTH AND MENTAL HYGIENE, LICENSING AND CERTIFICATION~~
9 ~~ADMINISTRATION;~~

10 ~~(II) FOR LIFE AND HEALTH CARE INSURANCE COMPLAINTS, THE~~
11 ~~MARYLAND INSURANCE ADMINISTRATION, LIFE AND HEALTH INQUIRY AND~~
12 ~~INVESTIGATION UNIT; AND~~

13 ~~(III) FOR LEGAL HEALTH CARE ADVOCACY, THE MARYLAND OFFICE~~
14 ~~OF THE ATTORNEY GENERAL, HEALTH CARE ADVOCACY UNIT.~~

15 ~~(I) FOR QUALITY OF CARE ISSUES AND LIFE AND HEALTH CARE~~
16 ~~INSURANCE COMPLAINTS, THE MARYLAND INSURANCE ADMINISTRATION; AND~~

17 ~~(II) FOR ASSISTANCE IN RESOLVING A BILLING OR PAYMENT~~
18 ~~DISPUTE WITH THE HEALTH PLAN OR A HEALTH CARE PROVIDER, THE HEALTH~~
19 ~~EDUCATION AND ADVOCACY UNIT OF THE CONSUMER PROTECTION DIVISION OF THE~~
20 ~~OFFICE OF THE ATTORNEY GENERAL.~~

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