

BY: Finance Committee

AMENDMENTS TO SENATE BILL NO. 785

(First Reading File Bill)

AMENDMENT NO. 1

On page 1, in line 4, after “procedure;” insert “requiring a provider of continuing care to establish a certain internal grievance procedure;”; and after line 13, insert:

“BY adding to

Article 70B - Department of Aging

Section 11G

Annotated Code of Maryland

(2003 Replacement Volume)”.

AMENDMENT NO. 2

On page 4, in line 27, strike the comma and substitute “; AND”.

On pages 4 and 5, strike in their entirety the lines beginning with line 28 on page 4 through line 15 on page 5, inclusive.

AMENDMENT NO. 3

On page 6, after line 28, insert:

“11G.

(A) A PROVIDER SHALL ESTABLISH AN INTERNAL GRIEVANCE PROCEDURE TO ADDRESS A SUBSCRIBER’S GRIEVANCE.

(B) AN INTERNAL GRIEVANCE PROCEDURE SHALL PROVIDE FOR:

(1) THE OPPORTUNITY FOR A SUBSCRIBER TO SUBMIT A WRITTEN

(Over)

GRIEVANCE TO THE PROVIDER; AND

(2) A RESPONSE FROM THE PROVIDER WITHIN 45 DAYS AFTER RECEIPT OF THE WRITTEN GRIEVANCE AS TO THE INVESTIGATION AND RESOLUTION OF THE SUBSCRIBER'S GRIEVANCE."