

TITLE 50: INSURANCE
PART 5420 MANAGED CARE REFORM & PATIENT RIGHTS
CHAPTER I: DEPARTMENT OF INSURANCE

Section 5420.90 Record of Complaints

- a) Complaint, as used in this Section, means any communication primarily expressing a grievance to the health care plan by, or on behalf of, the enrollee, or by the health care provider. For purposes of this definition, "communication" shall include the following:
 - 1) A written notice relating to the health care plan's determinations, procedures and administration as stated in Sections 45 and 50 of the Act; and
 - 2) Written or oral notice filed under the expedited health care services appeal process or under the utilization review process.

- b) The health care plan shall submit to the Director a report by March 1 for the previous calendar year which shall include a record of complaints in the format prescribed in Exhibit C of this Part.