



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene
Office of Health Care Quality
Bland Bryant Building • Spring Grove Center
55 Wade Avenue • Catonsville, Maryland 21228

To: All Health Maintenance Organizations
From: Carol Benner, Director Licensing and Certification Administration
Date: March 5, 1999

In the past several years, there has been a tremendous interest in HMOs and the quality of care they provide. To ensure that HMOs are in compliance with all quality of care laws and regulations, we are asking that you send the following materials to the Department no later than April 15, 1999. This is part of the annual external review that is required of all HMOs. We will review these documents and notify you of the findings by June 1, 1999. Please send the following:

- Program Plan,
- Description of Internal Peer Review System,
- Sample Enrollment Card,
- Patient Care Policies that address Continuity and Availability of Care (include at least any policies that address access to appointments, referrals to specialists, access to out-of-network providers previously seen by enrollees, 24-Hour Hotline available to emergency rooms, 24-Hour access to specialists), and
- A report that includes the number and types of complaints received by the HMO in the previous operating year and the number of persons disenrolled by the HMO with a summary of the reasons for the disenrollment.

Thank you for your cooperation. If you have any questions, please call Thomas Russell at 410-764-4979.

cc: Martin P. Wasserman

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