

4685.1900 RECORDS OF COMPLAINTS.

Subpart 1. **Record requirements.** Every health maintenance organization shall maintain a record of each complaint filed with it during the prior five years. The record must, where applicable, include:

- A. the complaint or a copy of the complaint and the date of its filing;
- B. documentation of all informal discussions, consultations, conferences, and correspondence relative to each complaint, including the date or dates of each interaction and the outcomes of each interaction;
- C. a copy of the hearing or reconsideration findings given the complainant;
- D. a copy of the arbitrator's decision; and
- E. all documents that have been filed with a court relating to a complaint and all orders and judgments of a court relating to the complaint.

Subp. 2. **Log of complaints.**

A. A health maintenance organization shall keep retrievable documentation of complaints submitted to the health maintenance organization by complainants.

B. The retrievable documentation must include the date the complaint was initially submitted; the name, address, and telephone number of the complainant, if provided; the enrollee's identification number; and the location of the complainant's complaint records.

C. The retrievable documentation must include the following information regarding an enrollee who complains orally to the health maintenance organization:

- (1) name;
- (2) address;
- (3) telephone number, if provided to the health maintenance organization;
- (4) identification number;
- (5) nature of the grievance; and
- (6) dates when:
 - (a) the enrollee complained orally;
 - (b) the enrollee was provided the telephone number of the commissioner; and
 - (c) the complaint form was mailed, if applicable.

Statutory Authority: *MS s 62D.03; 62D.04; 62D.11; 62D.20*

History: *14 SR 903; 23 SR 1238*

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