

191—76.8 (514J) Health carrier information.

76.8(1) Each health carrier shall provide to the commissioner the name, title, telephone number, fax number and e-mail address of the individual who shall be the health carrier's contact person for external review procedures. The carrier's contact person or an appointed alternate shall be available to the commissioner during the Iowa insurance division's normal business hours, 8 a.m. to 4:30 p.m., Monday through Friday, central time, excluding state holidays. Any change in personnel or contact information shall be immediately sent to the commissioner.

76.8(2) Each health carrier shall make available to the commissioner upon request within five business days a detailed description of the process the health carrier has in place to ensure compliance with the requirements found in this chapter and in 2011 Iowa Code Supplement chapter 514J. The description shall include:

a. An explanation of how the carrier determines when a person has qualified for external review and should receive a notice from the carrier, and

b. A copy of the notice sent to persons who fall within the scope of the law.

76.8(3) Each health carrier shall provide to the commissioner, upon request, information set forth in 2011 Iowa Code Supplement section 514J.114(2) "b," in a format substantially similar to Appendix D, or as approved by the commissioner.

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