

# HOUSE BILL 773

J3

8lr1925

---

By: **Delegates Robinson, Conaway, Glenn, Hammen, Harrison, Haynes, Kaiser, Kirk, McHale, Stukes, Tarrant, and Taylor**

Introduced and read first time: February 4, 2008

Assigned to: Health and Government Operations

---

## A BILL ENTITLED

1 AN ACT concerning

2 **Office of Health Care Quality – Provider Hotline**

3 FOR the purpose of establishing a certain provider hotline in the Office of Health Care  
4 Quality; providing for the purpose of the hotline; requiring the Office to notify  
5 certain providers about the hotline; requiring the Office to develop a certain  
6 methodology and submit a certain annual report to the Governor and General  
7 Assembly; and generally relating to the Office of Health Care Quality and a  
8 provider hotline.

9 BY adding to

10 Article – Health – General

11 Section 19–2401 to be under the new subtitle “Subtitle 24. Office of Health  
12 Care Quality Provider Hotline”

13 Annotated Code of Maryland

14 (2005 Replacement Volume and 2007 Supplement)

15 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF  
16 MARYLAND, That the Laws of Maryland read as follows:

17 **Article – Health – General**

18 **SUBTITLE 24. OFFICE OF HEALTH CARE QUALITY PROVIDER HOTLINE.**

19 **19–2401.**

20 (A) **THE OFFICE OF HEALTH CARE QUALITY SHALL ESTABLISH A**  
21 **TOLL–FREE PROVIDER HOTLINE THAT:**

22 (1) **OPERATES DURING REGULAR BUSINESS HOURS; AND**

---

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1                   **(2) DURING NONBUSINESS HOURS ALLOWS CALLERS TO LEAVE A**  
2 **MESSAGE.**

3                   **(B) THE PURPOSE OF THE PROVIDER HOTLINE IS TO:**

4                   **(1) INFORM PROVIDERS REGULATED BY THE OFFICE ABOUT THE**  
5 **SERVICES OFFERED BY THE OFFICE;**

6                   **(2) ASSIST PROVIDERS IN OBTAINING LICENSURE OR**  
7 **CERTIFICATION; AND**

8                   **(3) PROVIDE AN OPPORTUNITY FOR PROVIDERS TO COMMENT ON**  
9 **THE SERVICES PROVIDED BY THE OFFICE, INCLUDING COMPLAINTS OR OTHER**  
10 **FEEDBACK ON SURVEYORS EMPLOYED BY THE OFFICE.**

11                   **(C) THE OFFICE SHALL NOTIFY ALL PROVIDERS THAT ARE REGULATED**  
12 **BY THE OFFICE ABOUT THE PROVIDER HOTLINE.**

13                   **(D) THE OFFICE SHALL:**

14                   **(1) DEVELOP A METHODOLOGY TO TRACK THE NUMBER AND**  
15 **TYPE OF CALLS RECEIVED BY THE PROVIDER HOTLINE; AND**

16                   **(2) SUBMIT AN ANNUAL REPORT TO THE GOVERNOR AND, IN**  
17 **ACCORDANCE WITH § 2-1246 OF THE STATE GOVERNMENT ARTICLE, THE**  
18 **GENERAL ASSEMBLY, THAT SUMMARIZES THE NUMBER AND TYPE OF CALLS**  
19 **RECEIVED BY THE PROVIDER HOTLINE.**

20                   SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect  
21 October 1, 2008.