



ADMINISTRATIVE RULES OF MONTANA



6.6.8916 RECORDING CONSUMER SATISFACTION

- (1) The health carrier shall record consumer components that identify enrollees' perceptions on the quality of the health carrier's services, including:
 - (a) enrollee satisfaction surveys; and
 - (b) enrollee complaints, including:
 - (i) the health carrier's resolution of the complaints through its internal procedures;
 - (ii) arbitration decisions; and
 - (iii) court decisions.
- (2) The health carrier shall submit documentation of its handling of consumer satisfaction to the commissioner at the commissioner's request.
- (3) The health carrier may meet the requirements in (1)(a) regarding enrollee satisfaction surveys by submitting to the commissioner the information required for network adequacy as specified in ARM 6.6.8801, et seq., as long as the information is consistent with what is required in (1)(a).
- (4) The identities of enrollees involved in recording consumer satisfaction are subject to the confidentiality requirements provided in 33-36-305, MCA.

Authorizing statute(s): 33-36-105, MCA

Implementing statute(s): 33-36-303, MCA

History: NEW, 2001 MAR p. 1342, Eff. 7/20/01; TRANS, from 37.108.516, 2023 MAR p. 1403, Eff. 1/1/24; AMD, 2024 MAR p. 714, Eff. 4/13/24.