

**62T.04 COMPLAINT SYSTEM.**

Accountable provider networks must establish and maintain an enrollee complaint system as required under sections 62Q.68 to 62Q.72 or as required by a contract with a purchasing alliance. The contract must be approved by the commissioner. The accountable provider network may contract with the health care purchasing alliance or a vendor for operation of this system. The commissioner may not waive any enrollee rights relating to external review.

**History:** 1997 c 225 art 5 s 4; 1999 c 239 s 40; 2000 c 295 s 3