

quality of services they have received under the Medicare program; this process is separate and distinct from the grievance procedures of the M+C organization.

§ 422.566 Organization determinations.

(a) *Responsibilities of the M+C organization.* Each M+C organization must have a procedure for making timely organization determinations (in accordance with the requirements of this subpart) regarding the benefits an enrollee is entitled to receive under an M+C plan, including basic benefits as described under § 422.100(c)(1) and mandatory and optional supplemental benefits as described under § 422.102, and the amount, if any, that the enrollee is required to pay for a health service. The M+C organization must have a standard procedure for making determinations, in accordance with § 422.568, and an expedited procedure for situations in which applying the standard procedure could seriously jeopardize the enrollee's life, health, or ability to regain maximum function, in accordance with §§ 422.570 and 422.572.

(b) *Actions that are organization determinations.* An organization determination is any determination made by an M+C organization with respect to any of the following:

(1) Payment for emergency services, post-stabilization care, or urgently needed services.

(2) Payment for any other health services furnished by a provider other than the M+C organization that the enrollee believes—

(i) Are covered under Medicare; or

(ii) If not covered under Medicare, should have been furnished, arranged for, or reimbursed by the M+C organization.

(3) The M+C organization's refusal to provide services that the enrollee believes should be furnished or arranged for by the M+C organization when the enrollee has not received the services outside the M+C organization.

(4) Discontinuation of a service, if the enrollee disagrees with the determination that the service is no longer medically necessary.

(c) *Who can request an organization determination.* Any of the parties listed in § 422.574 can request an organization de-

termination, with the exception that only the parties listed in § 422.570(a) can request an expedited determination.

§ 422.568 Standard timeframes and notice requirements for organization determinations.

(a) *Timeframe for requests for service.*

When a party has made a request for a service, the M+C organization must notify the enrollee of its determination as expeditiously as the enrollee's health condition requires, but no later than 14 calendar days after the date the organization receives the request for a standard organization determination. The M+C organization may extend the timeframe by up to 14 calendar days if the enrollee requests the extension or if the organization justifies a need for additional information and how the delay is in the interest of the enrollee (for example, the receipt of additional medical evidence from noncontract providers may change an M+C organization's decision to deny). The M+C organization must notify the enrollee of its determination as expeditiously as the enrollee's health condition requires, but no later than upon expiration of the extension.

(b) *Timeframe for requests for payment.*

The M+C organization must process requests for payment according to the "prompt payment" provisions set forth in § 422.520.

(c) *Written notification for denials.* If an M+C organization decides to deny service or payment in whole or in part, it must give the enrollee written notice of the determination.

(d) *Content of the notice.* The notice of any denial under paragraph (c) of this section must—

(1) State the specific reasons for the denial in understandable language;

(2) Inform the enrollee of his or her right to a reconsideration;

(3) Describe both the standard and expedited reconsideration processes, including the enrollee's right to and conditions for obtaining an expedited reconsideration for service requests, and the rest of the appeal process; and

(4) Comply with any other requirements specified by HCFA.

(e) *Effect of failure to provide timely notice.* If the M+C organization fails to provide the enrollee with timely notice