



September 9, 2024

Karma Lombard
Maine Bureau of Insurance
34 State House Station
Augusta, Maine 04333

Re: Notice of Rulemaking – Rule 850

Dear Ms. Lombard,

Thank you for providing the document displaying the proposed changes to Rule Ch. 850 and the opportunity to comment on those changes. We have reviewed the possible revisions and our one request for clarification can be found below.

Section 7.G provides timelines for the provider credentialing process. Proposed text at 7.G.3 states, “[t]he effective date of credentialing is the date the carrier receives a complete application.” We are requesting clarification of how the date a complete application is received should be determined. Proposed language in Section 7.G.3 would afford carriers 30 days to complete an initial review of a credentialing application then notify the provider who submitted the application that it is either complete or furnish the provider with a list of all required corrections. Assuming the required review occurs within 30 days and a complete application was received, is it acceptable to use the date the application was determined to be complete as the effective date of credentialing? If not, will you please provide additional information concerning how we should determine when a complete application is received.

We appreciate your consideration of the above comment and look forward to learning more.

Sincerely,

William Steinbock
Manager, Compliance & Regulatory Affairs
(207) 330-2426
wsteinbock@healthoptions.org