

**§48. Provider relations**

Department personnel assigned to MaineCare provider relations shall assist MaineCare providers in addressing and resolving in a cost-effective and expeditious manner any disagreements between the department and providers or groups of providers. Provider relations personnel shall receive and investigate complaints and concerns from providers regarding the MaineCare program and the MaineCare reimbursement prior to informal review or administrative hearing. In performing their duties under this subsection, the provider relations personnel must have access to the Director of the Office of MaineCare Services. The department shall implement the provisions of this section within existing resources. [PL 2019, c. 343, Pt. YY, §3 (AMD).]

**SECTION HISTORY**

PL 2003, c. 419, §3 (NEW). PL 2019, c. 343, Pt. YY, §3 (AMD).

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