

## Chapter 244

**(Senate Bill 698)**

AN ACT concerning

**Continuing Care Retirement Communities – Mediation – Representation by Counsel**

FOR the purpose of repealing the prohibition against a community care retirement community provider, subscriber, or group of subscribers being represented by counsel during a certain mediation procedure; and generally relating to continuing care retirement communities and mediation.

BY repealing and reenacting, with amendments,  
Article – Human Services  
Section 10–428  
Annotated Code of Maryland  
(2007 Volume and 2018 Supplement)

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,  
That the Laws of Maryland read as follows:

**Article – Human Services**

10–428.

(a) A provider shall establish an internal grievance procedure to address a subscriber's grievance.

(b) The internal grievance procedure shall at least:

(1) allow a subscriber or group of subscribers collectively to submit a written grievance to the provider;

(2) require the provider to send a written acknowledgment to the subscriber or group of subscribers within 5 days after receipt of the written grievance;

(3) require the provider to assign personnel to investigate the grievance;

(4) give a subscriber or group of subscribers who file a written grievance the right to meet with management of the provider within 30 days after receipt of the written grievance to present the grievance; and

(5) require the provider to respond in writing within 45 days after receipt of the written grievance regarding the investigation and resolution of the grievance.

(c) (1) Within 30 days after the conclusion of an internal grievance procedure established under this section, a subscriber, group of subscribers, or provider may seek mediation through one of the Community Mediation Centers in the State or another mediation provider.

(2) If a provider, subscriber, or group of subscribers seeks mediation under paragraph (1) of this subsection[:

(i)], the mediation shall be nonbinding[; and

(ii) the provider, subscriber, or group of subscribers may not be represented by counsel].

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect October 1, 2019.

**Approved by the Governor, April 30, 2019.**