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## BULLETIN 18-25

Date: December 11, 2018

To: Insurers, Nonprofit Health Service Plans, and Health Maintenance Organizations  
("Licensees")

Re: Enterprise Complaint Tracking System ("ECTS"): Licensee Portal

The Maryland Insurance Administration ("the Administration") is pleased to announce that it has begun using a new online complaint tracking system known as the Enterprise Complaint Tracking System or ECTS. Through a Licensee Portal, the ECTS allows two-way written communication and document transmission between the Administration and its licensees in a secure online environment. The target date to begin use of the Licensee Portal for the majority of complaints is February 1, 2019.

In order to access the Licensee Portal, each Licensee will need to provide a primary contact and a corresponding email address. Licensees are **strongly encouraged** to use a generic email address that can be accessed by more than one individual (e.g. DOIcomplaints@abcinsurance.com) instead of an email address accessible by only one individual. If you do not have a current email address for receipt of electronic complaints on file with the Administration, please send an email with the correct information to:

maria.fisher@maryland.gov (Property & Casualty)

mary.kwei@maryland.gov (Life & Health)

lbutler@maryland.gov (Appeals & Grievances)

joyce.peach@maryland.gov (Consumer Education and Advocacy Unit / Rapid Response Program)

Upon receipt of your primary email contact information, the Administration will provide you with a user manual and additional instruction for using the Licensee Portal. We look forward to working with you to achieve new resource efficiencies through the Portal. Any questions about this Bulletin may be directed to Danilsa Marciniak (410-468-2119 / Property & Casualty); Mary Kwei (410-468-2224 / Life & Health); Louis Butler (410-468-2271 / Appeals & Grievances); or, Joyce Peach (410-468-2360 / CEAU / Rapid Response).

Al Redmer, Jr.  
Insurance Commissioner

signature on original

By:

Robert Baron

Associate Commissioner

Property and Casualty