

**Proposed Substitute
Bill No. 5437**

LCO No. 3355

**AN ACT CONCERNING NONEMERGENCY MEDICAL
TRANSPORTATION FOR MEDICAID RECIPIENTS.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 17b-276 of the general statutes is amended by
2 adding subsection (c) as follows (*Effective July 1, 2016*):

3 (NEW) (c) The Commissioner of Social Services shall issue requests
4 for proposals not later than September 1, 2016, for the coordination
5 and administration of nonemergency medical transportation services
6 for medical assistance recipients for the period commencing January 1,
7 2017. In negotiating a contract or contracts for such services, the
8 commissioner may require: (1) Minimum wait times for livery
9 transportation to and from medical appointments; (2) prescribed levels
10 or modes of service, when requested by a medical provider treating a
11 medical assistance recipient; (3) recording of all complaints and staff
12 training on recording and responding to complaints; (4) written notice
13 by the contractor or contractors of denials, terminations, suspensions
14 or reductions of nonemergency medical transportation services to be
15 mailed to medical assistance recipients with the reasons for such
16 service changes; (5) minimum performance standards for responses to
17 telephone calls concerning nonemergency medical transportation
18 services for medical assistance recipients and related training; (6)
19 monitoring of contract compliance by an independent quality

20 assurance committee, to be named by the commissioner, that includes
21 medical assistance recipients, advocates for such recipients, the
22 contractor or contractors, the commissioner or the commissioner's
23 representative, health care providers and livery company
24 representatives; (7) monetary sanctions for failure to meet performance
25 standards; and (8) mandatory reports by the contractor or contractors
26 regarding adherence to performance standards and complaints
27 received to be submitted at least monthly to the commissioner and
28 annually to the joint standing committee of the General Assembly
29 having cognizance of matters relating to human services.

This act shall take effect as follows and shall amend the following sections:		
-------------------------------------------------------------------------------	--	--

Section 1	<i>July 1, 2016</i>	17b-276
-----------	---------------------	---------