



**House Bill No. 5455**

**Special Act No. 24-4**

***AN ACT CONCERNING THE EFFICIENCY OF THE DEPARTMENT OF SOCIAL SERVICES IN DETERMINING ELIGIBILITY FOR MEDICAL ASSISTANCE AND RESPONDING TO REQUESTS FOR INFORMATION OR ASSISTANCE.***

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

Section 1. (*Effective from passage*) (a) The Commissioner of Social Services shall study the efficiency of the Department of Social Services in (1) making eligibility determinations for medical assistance pursuant to section 17b-80 of the general statutes, and (2) responding to telephonic requests for information or assistance.

(b) Not later than October 1, 2024, the commissioner shall file a report, in accordance with the provisions of section 11-4a of the general statutes, with the joint standing committee of the General Assembly having cognizance of matters relating to human services on (1) the percentage of medical assistance eligibility determinations made within the prescribed time periods pursuant to section 17b-80 of the general statutes, (2) the average amount of time a person telephoning the department for information or assistance waits for a response, and (3) recommendations to improve the department's efficiency in making such determinations and responding to such requests for information or assistance. The commissioner shall submit reports, not less than

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quarterly, until July 1, 2026, to the Council on Medical Assistance Program Oversight, established pursuant to section 17b-28 of the general statutes, on data gathered pursuant to subdivisions (1) to (3), inclusive, of this subsection.

Approved May 30, 2024