General Assembly

Substitute Bill No. 5353

February Session, 2026

HB05353GOS 031726

AN ACT REQUIRING DATA TRANSPARENCY FOR SELF-DIRECTED HOME CARE PROGRAMS.

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

Section 1. (NEW) (*Effective July 1, 2026*) (a) As used in this section, (1) "self-directed home care programs" means Medicaid-funded programs that allow a consumer to hire a personal care attendant, (2) "consumer" and "personal care attendants" have the same meanings as provided in section 17b-706 of the general statutes, and (3) "fiscal intermediary" means the organization that contracts with the Department of Social Services to provide payroll, taxes and administrative services for self-directed home care programs.

(b) Except for public records exempted from disclosure under section 1-210 of the general statutes, the Commissioner of Social Services shall submit quarterly reports with the following information, commencing with information from the quarterly period beginning on April 1, 2024, in accordance with the provisions of section 11-4a of the general statutes, to the joint standing committees of the General Assembly having cognizance of matters relating to human services, labor and government oversight:

(1) The most recent completed audited financial statements of the fiscal intermediary;

(2) All personal care attendant timesheet reports, including, but not limited to, reports containing the (A) number of weekly consumer-approved timesheets submitted, (B) number submitted on time, (C) number resubmitted after correction, (D) number paid on time, (E) timesheet processing error rate, (F) payroll processing error rate, and (G) number and amount of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for violating provisions of the contract concerning timesheets;

(3) All budget, customer service telephone call center and service level agreement reports;

(4) The number of and average response time to general customer service requests and the amount and number of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for violations of the contract concerning response time for customer service requests; and

(5) The (A) number of telephone calls, voice mail messages, electronic mail and telephonic text messages received from consumers and personal care attendants, (B) number of instances in which such calls or messages were responded to in the contractually required time period and the means of response by the fiscal intermediary, and (C) number and amount of penalties levied against the fiscal intermediary, on a monthly and weekly basis, for violations of the provisions of the contract concerning response time to inquiries from such consumers and personal care attendants.

This act shall take effect as follows and shall amend the following sections:		
Section 1	*July 1, 2026*	New section

Statement of Legislative Commissioners:

In Subsec. (a)(3), defining "department" was deleted as unnecessary and a conforming change made to newly designated Subdiv. (3), and in Subsec. (b)(5)(B), "instances in which such calls or messages were" was added for clarity.

GOS *Joint Favorable Subst. -LCO*