



General Assembly

February Session, 2026

Substitute Bill No. 5353



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:

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

9 (b) Except for public records exempted from disclosure under section
10 1-210 of the general statutes, the Commissioner of Social Services shall
11 submit quarterly reports with the following information, commencing
12 with information from the quarterly period beginning on April 1, 2024,
13 in accordance with the provisions of section 11-4a of the general statutes,
14 to the joint standing committees of the General Assembly having
15 cognizance of matters relating to human services, labor and government
16 oversight:

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

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

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

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

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

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

GOS *Joint Favorable Subst. -LCO*

APP *Joint Favorable*

