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## **OLR Bill Analysis**

### **sHB 5353**

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

#### **SUMMARY**

This bill requires the Department of Social Services (DSS) to post on its website quarterly reports related to the fiscal intermediary that contracts with the department to provide payroll, tax, and administrative services for self-directed home care programs. These are Medicaid-funded programs that allow a consumer to hire a personal care attendant (PCA). Under the bill, DSS must also submit these reports to the Human Services, Government Oversight, and Labor committees.

The quarterly reports must include certain information to the extent it is not exempt from disclosure under the state's Freedom of Information Act. The bill requires reports to include:

1. the fiscal intermediary's most recent completed audited financial statements;
2. all budget, customer service telephone call center, and service level agreement reports;
3. the number of general customer service requests and average response time;
4. the number of telephone calls, voice mail messages, and email and text messages received from consumers and PCAs, how the fiscal intermediary responded to these messages, and how many were responded to in a contractually required period;
5. the number and amount of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for contract violations for customer service request response times and PCA

and consumer inquiry response times; and

6. all PCA timesheet reports.

Under the bill, PCA timesheet reports include:

1. the number of weekly consumer-approved timesheets submitted, and how many were submitted on time, resubmitted after correction, or paid on time;
2. the timesheet or payroll processing error rate; and
3. the number and amount of penalties levied, on a monthly and weekly basis, against the fiscal intermediary for violating contract provisions on timesheets.

Under the bill, this requirement begins with information from the quarter that began April 1, 2024. (The bill does not otherwise set a date by when DSS must begin posting the reports.)

EFFECTIVE DATE: July 1, 2026

## **BACKGROUND**

### ***Related Bills***

SB 498, favorably reported by the Human Services Committee, includes substantially similar provisions (§ 1).

sHB 5003, favorably reported by the Labor Committee, includes substantially similar provisions (§ 25).

## **COMMITTEE ACTION**

Government Oversight Committee

Joint Favorable

Yea 12    Nay 0    (03/17/2026)