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HOUSE FISCAL AGENCY

124 N. Capitol Avenue
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HB4075 AS PASSED BY THE HOUSE

Sponsor
Committee

Rep. Paul Wojno
HEALTH POLICY

Analyst(s) Schneider, Bob

Completed 3/26/01

State Fiscal Impact

Cost None
Revenues None

Local Fiscal Impact

Cost None
Revenues None

The bill would require the Department of Consumer and Industry Services (DCIS) to provide a toll-free consumer complaint and inquiry telephone hotline for persons with complaints or inquiries regarding nursing homes. The system would have to be accessible 24 hours a day and staffed at a level to ensure a response to each complaint or inquiry within one business day after its receipt. The DCIS would have to develop an intake form to serve as a written complaint for this purpose. Completed intake forms would have to be forwarded to both complaint investigators and the complainant within 48 hours of their completion.

The DCIS has already established a Complaint Intake Unit within its Bureau of Health Systems that offers a 24 hour a day hotline for nursing home complaints. According to the DCIS, the budgeted costs related to the Complaint Intake Unit are roughly \$400,000 for the current fiscal year. Given that the unit is already in place, the bill would impose no additional costs on the department.