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HOUSE FISCAL AGENCY

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HB4075 AS INTRODUCED

Sponsor
Committee

Rep. Paul Wojno
HEALTH POLICY

Analyst(s) Schneider, Bob

Completed 3/12/01

State Fiscal Impact

Local Fiscal Impact

Cost	Indeterminate/Increase
Revenues	None

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 24 hours 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.

The bill's provisions requiring a response to each complaint or inquiry within 24 hours, however, would impose increased personnel costs on the department, as the DCIS would be required to utilize staff on weekends to respond to weekend, off-hour calls. The DCIS has indicated that, on average, 2 to 3 such calls are received each weekend during these hours. HFA estimates that the cost increase is likely to be very small, probably less than \$10,000 annually.