Committee on Public Health Care & Human Services.

After consideration on the merits, the Committee recommends the following:

HB17-1143 be amended as follows, and as so amended, be referred to the Committee of the Whole with favorable recommendation:

Amend printed bill, page 2, line 4, strike "communications." and substitute "correspondence - definition."

Page 2, before line 5 insert "(1) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE REQUIRES, "CLIENT CORRESPONDENCE" MEANS ANY COMMUNICATION, THE PURPOSE OF WHICH IS TO PROVIDE NOTICE OF APPROVAL, DENIAL, REDUCTION, SUSPENSION, OR TERMINATION OF A MEDICAID BENEFIT OR TO PROVIDE ADDITIONAL INFORMATION REGARDING A CLIENT'S MEDICAID ELIGIBILITY."

Renumber succeeding subsections accordingly.

Page 2, strike lines 7 through 10 and substitute "CONDUCTED A PERFORMANCE AUDIT OF CLIENT CORRESPONDENCE. THEREAFTER, THE STATE AUDITOR,".

Page 2, lines 15 and 16, strike "COMMUNICATIONS THAT ARE" and substitute "CORRESPONDENCE THAT IS".

Page 2, line 19, strike "INCLUDE BUT NEED NOT BE LIMITED TO:" and substitute "INCLUDE:".

Page 3, line 1, strike "COUNTY" and after "DATA" insert "FROM COUNTIES, THE DEPARTMENT'S CUSTOMER SERVICE CONTRACT CENTER, AND FROM
ASSISTORS WITHIN THE HEALTH BENEFIT EXCHANGE, CREATED IN ARTICLE 22 OF TITLE 10, ".

Page 3, lines 4 and 5, strike "COMMUNICATIONS; AND" and substitute "CORRESPONDENCE AT THE TIME IT IS GENERATED;".

Page 3, line 6, strike "COMMUNICATIONS SATISFY" and substitute "CORRESPONDENCE SATISFIES".

Page 3, line 8, strike "NOTICE." and substitute "NOTICE;"

(d) A REVIEW OF THE SUFFICIENCY OF ANY CLIENT CORRESPONDENCE TESTING PROCESS CONDUCTED BY THE DEPARTMENT AND WHETHER TESTING IS DONE PRIOR TO IMPLEMENTING NEW OR SIGNIFICANTLY REVISED CLIENT COMMUNICATIONS;

(e) A REVIEW OF THE RESULTS OF ANY CLIENT CORRESPONDENCE TESTING, INCLUDING CLIENT COMPREHENSION OF THE INTENDED PURPOSE OR PURPOSES OF THE CORRESPONDENCE; AND

(f) A REVIEW OF THE ACCURACY OF CLIENT INCOME AND HOUSEHOLD COMPOSITION INFORMATION THAT IS COMMUNICATED ELECTRONICALLY, IF APPLICABLE.

Page 3, line 11, strike "COMMUNICATION" and substitute "CORRESPONDENCE".

Page 4, strike lines 4 through 23.

Renumber succeeding sections accordingly.

Strike "COMMUNICATIONS" and substitute "CORRESPONDENCE" on: Page 2, lines 13 and 14; and Page 3, lines 3, 10, and 19.

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