



General Assembly

Substitute Bill No. 1192

January Session, 2025



AN ACT CONCERNING HOSPITAL FINANCIAL ASSISTANCE.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2025*) (a) As used in this section, (1)
2 "hospital" has the same meaning as provided in section 19a-490 of the
3 general statutes; and (2) "hospital financial assistance" means any
4 program administered by a hospital that reduces, in whole or in part, a
5 patient's liability for the cost of providing services, as defined in section
6 19a-673 of the general statutes.

7 (b) The Office of the Healthcare Advocate shall, within available
8 appropriations, contract with a vendor to develop an online hospital
9 financial assistance portal for use by patients and family members. Such
10 portal shall serve as a navigation tool to help patients and family
11 members identify and apply for hospital financial assistance at hospitals
12 in the state. The portal may include, but need not be limited to, (1)
13 technical assistance and tools that streamline the application process for
14 hospital financial assistance, (2) a screening tool to help determine
15 whether patients may be eligible for hospital financial assistance, and
16 (3) information to assist patients and family members in avoiding future
17 medical debt.

18 (c) The Office of the Healthcare Advocate may, (1) in consultation
19 with the Office of Policy and Management, publish on the Office of the

20 Healthcare Advocate's Internet web site information regarding the
21 state's medical debt erasure initiative authorized pursuant to section 48
22 of public act 23-204, as amended by section 1 of public act 24-81, and (2)
23 in consultation with relevant organizations, develop recommendations
24 concerning such initiative that may assist patients and family members
25 in avoiding future medical debt, including, but not limited to, methods
26 to streamline the application process for hospital financial assistance.

27 (d) On and after July 1, 2026, any hospital maintaining a financial
28 assistance program shall provide the Office of the Healthcare Advocate
29 with the (1) links for each Internet web site for such program, and (2)
30 telephone number and electronic mail address for the hospital's
31 financial assistance referral contact. If a hospital revises its hospital
32 financial assistance application form, changes its financial assistance
33 referral contact or establishes a new hospital financial assistance
34 program, the hospital shall notify the Office of the Healthcare Advocate
35 of such revisions, changes or new program and provide said office with
36 any new links for each Internet web site or the telephone number and
37 electronic mail address of the new referral contact for such program not
38 later than thirty days after making such revisions or changes or
39 establishing a new program.

This act shall take effect as follows and shall amend the following sections:		
Section 1	July 1, 2025	New section

PH *Joint Favorable Subst.*