



General Assembly

February Session, 2026

***Raised Bill No. 498***

LCO No. 3081



Referred to Committee on HUMAN SERVICES

Introduced by:  
(HS)

***AN ACT PROTECTING PAYCHECKS FOR PERSONAL CARE ATTENDANTS AND EXPANDING PUBLIC ACCESS TO STATE PROGRAMS.***

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

1 Section 1. (NEW) (*Effective July 1, 2026*) (a) As used in this section and  
2 sections 2 to 5, inclusive, of this act, (1) "self-directed home care  
3 programs" means Medicaid-funded programs that allow a consumer to  
4 hire a personal care attendant, (2) "consumer" and "personal care  
5 attendant" have the same meanings as provided in section 17b-706 of  
6 the general statutes, (3) "department" means the Department of Social  
7 Services, (4) "electronic visit verification system" means the system used  
8 to record visits to a consumer by a personal care attendant, and (5) "fiscal  
9 intermediary" means the organization that contracts with the  
10 department to provide payroll, taxes and administrative services for  
11 self-directed home care programs.

12 (b) Except for public records exempted from disclosure under section  
13 1-210 of the general statutes, commencing with information from the  
14 quarterly period beginning on April 1, 2024, the Commissioner of Social

15 Services shall post quarterly reports setting forth the information  
16 specified in subdivisions (1) to (5), inclusive, of this subsection on the  
17 department's Internet web site and, in accordance with the provisions  
18 of section 11-4a of the general statutes, file such reports with the joint  
19 standing committees of the General Assembly having cognizance of  
20 matters relating to human services and labor. The information shall  
21 include:

22 (1) The most recent completed audited financial statements of the  
23 fiscal intermediary;

24 (2) All personal care attendant timesheet reports, including, but not  
25 limited to, reports containing the (A) number of weekly consumer-  
26 approved timesheets submitted, (B) number submitted on time, (C)  
27 number resubmitted after correction, (D) number paid on time, (E)  
28 timesheet processing error rate, (F) payroll processing error rate, and (G)  
29 number and amount of penalties levied, on a monthly and weekly basis,  
30 against the fiscal intermediary for violating provisions of the contract  
31 concerning timesheets;

32 (3) All budget, customer service telephone call center and service  
33 level agreement reports;

34 (4) The number of and average response time to general customer  
35 service requests and the amount and number of penalties levied, on a  
36 monthly and weekly basis, against the fiscal intermediary for violations  
37 of the contract concerning response time for customer service requests;  
38 and

39 (5) The (A) number of telephone calls, voice mail messages, electronic  
40 mail and telephonic text messages received from consumers and  
41 personal care attendants, (B) number responded to in the contractually  
42 required time period and means of response by the fiscal intermediary,  
43 and (C) number and amount of penalties levied against the fiscal  
44 intermediary, on a monthly and weekly basis, for violating provisions  
45 of the contract concerning response time to inquiries from such

46 consumers and personal care attendants.

47       Sec. 2. (*Effective from passage*) (a) The Secretary of the Office of Policy  
48 and Management, in consultation with the Commissioner of Social  
49 Services, shall conduct a cost-benefit analysis on (1) transferring fiscal  
50 intermediary duties for self-directed home care programs from a private  
51 contractor to the state, and (2) authorizing access by personal care  
52 attendants not eligible for medical assistance established pursuant to  
53 Title XIX or Title XXI of the Social Security Act or the Covered  
54 Connecticut program established pursuant to section 19a-754c of the  
55 general statutes to a health insurance program subsidized by the state.

56       (b) The cost-benefit analysis shall document the direct and indirect  
57 costs, savings, and qualitative and quantitative benefits of state-  
58 administered management of duties performed by a privately  
59 contracted fiscal intermediary, including, but not limited to:

60       (1) The costs of timesheet processing errors by a privately contracted  
61 fiscal intermediary to consumers, personal care attendants and the state  
62 and recommendations and benefits relating to ensuring accuracy of  
63 timesheet processing;

64       (2) The effects of timesheet processing errors and health insurance  
65 costs on the retention rate of personal care attendants and related costs  
66 to the state;

67       (3) Effectiveness of communication of eligibility changes for  
68 consumers and programmatic changes to personal care attendants and  
69 benefits of improving, if warranted, such communication; and

70       (4) Cost benefits to the state of managing fiscal intermediary duties  
71 and retaining related infrastructure rather than contracting out such  
72 services.

73       (c) Not later than October 1, 2026, the secretary, in consultation with  
74 the Commissioner of Social Services, shall file a report, in accordance

75 with the provisions of section 11-4a of the general statutes, with the joint  
76 standing committees of the General Assembly having cognizance of  
77 matters relating to human services and labor with (1) the results of the  
78 cost-benefit analysis, and (2) a plan for state administration of such fiscal  
79 intermediary duties if the cost-benefit analysis shows cost benefits to the  
80 state.

81       Sec. 3. (NEW) (*Effective July 1, 2026*) The Auditors of Public Accounts  
82 shall annually conduct a contract compliance audit of the fiscal  
83 intermediary contracted with the Department of Social Services to  
84 provide fiscal intermediary services for self-directed home care  
85 programs. The Auditors of Public Accounts shall file a report on their  
86 findings, in accordance with the provisions of section 11-4a of the  
87 general statutes, with the joint standing committees of the General  
88 Assembly having cognizance of matters relating to human services and  
89 labor.

90       Sec. 4. (NEW) (*Effective July 1, 2026*) (a) On and after August 31, 2026,  
91 any contract entered into, amended or renewed by the Department of  
92 Social Services for fiscal intermediary services for self-directed home  
93 care programs, or department administrative policy for such programs  
94 if the department does not contract out such services, shall include  
95 financial penalties for failure to timely process payroll for personal care  
96 attendants in addition to interest of twelve per cent per annum for  
97 paychecks in arrears for two or more pay periods where interest accrued  
98 exceeds ten dollars. Such penalties shall be payable per pay period by a  
99 contractor or the department, as applicable, to a personal care attendant  
100 in accordance with the provisions set forth in subparagraphs (A) to (E),  
101 inclusive, of subdivision (3) of this subsection, provided (1) the personal  
102 care attendant has logged or attempted to log hours prior to the time  
103 submission deadline for the applicable pay period; (2) the hours have  
104 been approved by the consumer who hired the personal care attendant;  
105 and (3) the hours approved by the consumer do not exceed the hours  
106 allotted to the consumer under such consumer's care plan:

107 (A) Twenty-five dollars for tardy paychecks exceeding ninety-nine  
108 dollars but not exceeding two hundred fifty dollars;

109 (B) Thirty-five dollars for tardy paychecks exceeding two hundred  
110 fifty dollars but not exceeding five hundred dollars;

111 (C) Forty-five dollars for tardy paychecks exceeding five hundred  
112 dollars but not exceeding seven hundred fifty dollars;

113 (D) Fifty-five dollars for tardy paychecks exceeding seven hundred  
114 fifty dollars but not exceeding one thousand dollars; and

115 (E) Sixty-five dollars for tardy paychecks exceeding one thousand  
116 dollars.

117 (b) In addition to the penalties for tardy pay pursuant to subsection  
118 (a) of this section, any contract entered into, amended or renewed by the  
119 Department of Social Services for fiscal intermediary services for self-  
120 directed home care programs on and after August 31, 2026, shall require  
121 a contracted fiscal intermediary, or the department if the department  
122 does not contract out such services, to pay for damages resulting from  
123 tardy pay of twenty-five dollars or more that have been documented by  
124 an employee organization, as defined in section 5-270 of the general  
125 statutes, representing such personal care attendants and approved by  
126 the Personal Care Attendant Workforce Council established pursuant to  
127 section 17b-706a of the general statutes. If the council and employee  
128 organization disagree on whether damages are sufficiently  
129 documented, either the council or the employee organization may  
130 proceed to arbitration on an expedited basis. For purposes of this  
131 subsection, damages may include, but are not limited to, the amount of  
132 late fees on rent or utilities and bank overdraft charges assessed against  
133 a personal care attendant in the thirty-day period preceding the issuance  
134 of a tardy paycheck. Such fees or charges shall be documented by  
135 original bills or notices.

136 (c) The Department of Social Services may assess additional penalties

137 against any fiscal intermediary contracted with the department for self-  
138 directed home care services on and after August 31, 2026, for failing to  
139 make timely payments pursuant to contractual provisions subject to  
140 subsections (a) and (b) of this section, including, but not limited to,  
141 interest on late payments at a rate equal to the monthly effective yield  
142 for the Short Term Investment Fund administered by the Treasurer  
143 pursuant to sections 3-27a to 3-27j, inclusive, of the general statutes.

144       Sec. 5. (NEW) (*Effective July 1, 2026*) On and after August 31, 2026, any  
145 contract entered into, amended or renewed by the Department of Social  
146 Services for fiscal intermediary services for self-directed home care  
147 programs, or department administrative policy for such programs if the  
148 department does not contract out such services, shall include financial  
149 penalties for a contractor or the department when the contractor or  
150 department uses an electronic visit verification system that (1) includes  
151 hours for a personal care attendant that exceed the hours allotted to the  
152 consumer employing such personal care attendant under such  
153 consumer's care plan, or (2) otherwise incorrectly indicates hours are  
154 available and reimbursable under state or federal law. Such penalties  
155 shall be the rates payable to a personal care attendant for such hours, at  
156 normal or overtime rates, as applicable, provided the personal care  
157 attendant (A) has logged or attempted to log hours on the electronic visit  
158 verification system prior to the time submission deadline for the  
159 applicable pay period; (B) the hours have been approved by the  
160 consumer who hired the personal care attendant; and (C) the personal  
161 care attendant has worked such hours. Such penalties shall be paid to  
162 the personal care attendant through the normal payroll process.

163       Sec. 6. (NEW) (*Effective July 1, 2026*) A state agency, as defined in  
164 section 4-37e of the general statutes, and any private organization  
165 contracting with a state agency, shall ensure that all communications  
166 with the public or any of their employees serving the public, including,  
167 but not limited to, any electronic system an employee uses to log hours  
168 worked, (1) comply with the requirements for effective communications  
169 under 28 CFR 35.160 et seq., and (2) are offered in a language designated

170 for a municipality where a member of the public or such employee  
171 resides in accordance with the provisions of section 9-368l of the general  
172 statutes concerning elections communications.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2026</i>	New section
Sec. 2	<i>from passage</i>	New section
Sec. 3	<i>July 1, 2026</i>	New section
Sec. 4	<i>July 1, 2026</i>	New section
Sec. 5	<i>July 1, 2026</i>	New section
Sec. 6	<i>July 1, 2026</i>	New section

**Statement of Purpose:**

To require contractual safeguards for personal care attendants working in self-directed home care programs and accessible communication by state agencies and private organizations contracting with state agencies.

*[Proposed deletions are enclosed in brackets. Proposed additions are indicated by underline, except that when the entire text of a bill or resolution or a section of a bill or resolution is new, it is not underlined.]*