



General Assembly

February Session, 2026

***Raised Bill No. 501***

LCO No. 2961



Referred to Committee on HUMAN SERVICES

Introduced by:  
(HS)

***AN ACT CONCERNING THE COMPLEX REHABILITATION  
TECHNOLOGY AND WHEELCHAIR REPAIR ADVISORY COUNCIL.***

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

1 Section 1. Section 42-339 of the general statutes is repealed and the  
2 following is substituted in lieu thereof (*Effective July 1, 2026*):

3 (a) There is established a complex rehabilitation technology and  
4 wheelchair repair advisory council to monitor repairs of wheelchairs,  
5 including complex rehabilitation technology wheelchairs, as defined in  
6 section 42-337, and to make recommendations concerning improving  
7 repair times.

8 (b) The advisory council shall consist of the following members:

9 (1) Two appointed by the House and Senate chairpersons of the joint  
10 standing committee of the General Assembly having cognizance of  
11 matters relating to human services, one of whom is a consumer who  
12 uses a complex rehabilitation technology wheelchair purchased, leased  
13 or repaired under the Medicaid program, and one of whom is a  
14 representative of the state advocacy system for persons with disabilities,

15 established pursuant to section 46a-10b;

16 (2) Two appointed by the House and Senate ranking members of the  
17 joint standing committee of the General Assembly having cognizance of  
18 matters relating to human services, one of whom is a consumer who  
19 uses a complex rehabilitation technology wheelchair purchased, leased  
20 or repaired under a private health insurance policy, and one of whom is  
21 an authorized wheelchair dealer, as defined in section 42-337;

22 (3) Two appointed by the House and Senate chairpersons of the joint  
23 standing committee of the General Assembly having cognizance of  
24 matters relating to general law, each of whom is a representative of an  
25 organization that represents persons with physical disabilities;

26 (4) Two appointed by the House and Senate ranking members of the  
27 joint standing committee of the General Assembly having cognizance of  
28 matters relating to general law, [each] one of whom is a consumer who  
29 privately pays for complex rehabilitation technology wheelchairs and  
30 one of whom is an authorized wheelchair dealer, as defined in section  
31 42-337;

32 (5) The Commissioner of Aging and Disability Services, or the  
33 commissioner's designee;

34 (6) The Insurance Commissioner, or the commissioner's designee;

35 (7) The [Commissioner of Social Services, or the commissioner's  
36 designee] Department of Social Services manager of health and human  
37 services coordination, appointed by the Commissioner of Social  
38 Services;

39 (8) The Healthcare Advocate, or the Healthcare Advocate's designee;  
40 and

41 (9) The Commissioner of Consumer Protection, or the commissioner's  
42 designee.

43 (c) Any member of the advisory council appointed under subdivision  
44 (1), (2), (3) or (4) of subsection (b) of this section may be a member of the  
45 General Assembly and shall serve one-year terms at the pleasure of the  
46 appointing authority.

47 (d) All initial appointments to the advisory council shall be made not  
48 later than August 1, 2024. Any vacancy shall be filled by the appointing  
49 authority. The advisory council shall meet at least monthly.

50 (e) The Commissioner of Aging and Disability Services, or the  
51 commissioner's designee, the Department of Social Services manager of  
52 health and human services coordination and a member of the advisory  
53 council chosen by a majority of members of the advisory council, shall  
54 serve as chairpersons. Such chairpersons shall schedule the first meeting  
55 of the advisory council not later than September 1, 2024.

56 (f) The administrative staff of the [joint standing committee of the  
57 General Assembly having cognizance of matters relating to human  
58 services] Office of the Healthcare Advocate shall serve as administrative  
59 staff of the advisory council.

60 (g) Not later than January 1, 2025, and annually thereafter, the  
61 advisory council shall submit a report on its findings and  
62 recommendations to the joint standing committees of the General  
63 Assembly having cognizance of matters relating to aging, general law,  
64 human services and insurance, in accordance with the provisions of  
65 section 11-4a.

66 Sec. 2. Section 42-338 of the general statutes is repealed and the  
67 following is substituted in lieu thereof (*Effective July 1, 2026*):

68 (a) An authorized wheelchair dealer shall timely repair a wheelchair,  
69 including a complex rehabilitation technology wheelchair, sold or  
70 leased by such dealer in the state. An authorized wheelchair dealer who  
71 sells or leases a complex rehabilitation technology wheelchair in the  
72 state shall provide timely repair of such wheelchair at a consumer's

73 home upon request.

74 (b) An authorized wheelchair dealer shall maintain an electronic mail  
75 address and a phone line for consumer repair requests that are  
76 accessible each business day and capable of receiving and recording  
77 messages. The authorized wheelchair dealer shall (1) respond to a  
78 request for wheelchair repair not later than one business day after the  
79 date of request, and (2) order parts for a repair not later than three  
80 business days after assessing the need for the repair or after receiving  
81 prior authorization from an insurer for the repair.

82 (c) On and after July 1, 2024, the Office of the Healthcare Advocate,  
83 in consultation with the Department of Consumer Protection, shall  
84 maintain a phone number and electronic mail address to be posted  
85 conspicuously on the Internet web sites of the Office of the Healthcare  
86 Advocate and the department, to receive and record complaints  
87 regarding timely repair issues. Not later than January 1, 2025, and  
88 annually thereafter, the Healthcare Advocate shall submit a report to the  
89 joint standing committees of the General Assembly having cognizance  
90 of matters relating to general law, human services and insurance  
91 regarding the complaints received and recorded pursuant to this  
92 subsection.

93 (d) Not later than December 31, 2024, and [annually] monthly  
94 thereafter, an authorized wheelchair dealer that contracts with the  
95 Department of Social Services to sell or lease wheelchairs to Medicaid  
96 recipients shall submit a report to the Commissioner of Social Services  
97 and the advisory council established pursuant to section 42-339, as  
98 amended by this act, regarding repair of such wheelchairs. The report  
99 shall include, but need not be limited to, minimum, maximum and  
100 average times from the date and time of a repair request for the  
101 authorized wheelchair dealer to (1) respond; (2) conduct a repair  
102 assessment (A) in the home or other community location, (B) remotely,  
103 or (C) at a repair facility; (3) request any necessary prior authorization  
104 from the Department of Social Services and receive a decision from the

105 department on such request; (4) order any wheelchair parts needed; (5)  
106 receive delivery of any needed repair parts; and (6) complete repairs (A)  
107 in the home or other community location, (B) remotely, or (C) at a repair  
108 facility.

109 (e) An authorized wheelchair dealer shall notify a consumer of such  
110 consumer's rights to timely repair, including a repair at the consumer's  
111 home upon the consumer's request, and other rights pursuant to this  
112 section in writing at the time of purchase or lease by the consumer of a  
113 wheelchair from the authorized wheelchair dealer and on such dealer's  
114 Internet web site and any mailings to the consumer. Except for data  
115 exempted from disclosure pursuant to section 1-210, an authorized  
116 wheelchair dealer shall provide data requested by the council  
117 established pursuant to section 42-339, as amended by this act.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2026</i>	42-339
Sec. 2	<i>July 1, 2026</i>	42-338

**Statement of Purpose:**

To amend statutory provisions and requirements concerning complex rehabilitation technology and wheelchair repair.

*[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.]*