

**TIMELINESS REQUIREMENTS UNDER THE NEW CT WHEELCHAIR
REPAIR LAW, PA 24-58
(Effective July 1, 2024)**

CT's New Wheelchair Repair Law, PA 24-58 (available at [AN ACT CONCERNING WHEELCHAIR REPAIR REQUIREMENTS](#)), effective 7/1/24, includes these new requirements for repairs of wheelchairs and scooters delivered in CT:

- **Overall, requires the wheelchair supplier to repair the wheelchair or scooter within ten (10) business days of the call or email seeking repair (Section 1(5))**
- Requires wheelchair suppliers to respond to a call or email seeking a repair of a custom wheelchair or scooter within one business day (Section 2(b)(1))
- Requires wheelchair suppliers to order any needed parts for a wheelchair or scooter within three business days of the need for same being identified through an assessment or any needed prior authorization having been obtained (Section 2(b)(2))(Note: no specific deadline for when the assessment must occur after the request for repair is received is provided in the law, but the 10 business day clock is ticking on the need to complete the repair from the time the request is first made, so a quick assessment is needed to assure compliance with this 10 business day requirement)
- Exception: Days waiting for required insurance prior authorization (PA) or for timely ordered parts to be delivered to CT facility do not count toward the 10 business days. (Section 1(5)). The clock is paused during those days of waiting. But once PA is obtained or a part is received, the repair must be completed in the number of days left out of the 10 business days from the time a request for repair is first received. *E.g., if a call for a repair is made on day one, an assessment is conducted on the second business day and the part is ordered on the fourth business day, four business days of the ten business day allowance have already been used. Once the part arrives, there are only 6 business days left for the repair to be completed.*
- If the need for an additional repair is identified at the time of assessment or repair, all of the above deadlines newly apply to this new repair.
- Note: consumers with a custom wheelchair have the right to an assessment and/or repair in their home, upon their request (assessments also

potentially can be conducted remotely); in that event all the above timelines apply to the same extent as in-shop repairs. (*Section 2(a)*)