

Consumer Advocates Proposed Recommendations for Annual Final Report

1. Non-Legislative

- a. Industry needs to hire more techs so it can comply with the timeliness requirements
- b. DSS should notify all of its Medicaid members (and dual Medicare/Medicaid members) known to use wheelchairs about the new wheelchair repair law and the option of filing a complaint with OHA
- c. Industry should use email vs faxes to communicate with doctor's offices
- d. Industry should stop using offshore call centers for CT consumers
- e. Industry needs to educate members of the Council regarding how it uses its "routing software" so that the Council might be able to make recommendations for revisions to ensure more timely community visits
- f. Industry should engage with Council on its possible additional recommendations even if they will cost something for the state (e.g., paying for maintenance, paying for maintenance of back-up wheelchairs)

2. Legislative

- a. Industry should be required to produce monthly compliance data to the Council
- b. Industry should be required to produce compliance concerning non-Medicaid consumers not just Medicaid consumers
- c. Industry should be required to produce monthly data re staffing numbers
- d. Since the industry says part of the problem is their compensation is insufficient to attract needed tech staff, industry should be required to report starting and average compensation and benefits for all tech staff for review by the Council and possible additional recommendations
- e. Industry should be required to inform all wheelchair consumers about the new wheelchair repair law and the option of filing a complaint with OHA, in its electronic newsletters and other communication with consumers

- f. Enforcement should be added to the new law so there are economic consequences for non-compliance with timeliness requirements