

HOUSE BILL 812

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11r2347
CF 11r2346

By: **Delegate Cullison**

Introduced and read first time: January 29, 2021

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **Maryland Department of Health – 2–1–1 Maryland – Mental Health Services**
3 **Phone Call Program**

4 FOR the purpose of requiring the Maryland Department of Health, in consultation with
5 2–1–1 Maryland, to make certain recommendations relating to the establishment of
6 a certain opt–in mental health services phone call program; and generally relating
7 to 2–1–1 Maryland and mental health services.

8 BY repealing and reenacting, with amendments,
9 Article – Health – General
10 Section 24–1204
11 Annotated Code of Maryland
12 (2019 Replacement Volume and 2020 Supplement)

13 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
14 That the Laws of Maryland read as follows:

15 **Article – Health – General**

16 24–1204.

17 (a) The Department shall, in consultation with 2–1–1 Maryland, as appropriate:

18 (1) Maintain public information available from State agencies, programs,
19 and departments that provide health and human services;

20 (2) Support projects and activities that further the development of 2–1–1
21 Maryland;

22 (3) Examine and make recommendations to maximize the use of
23 information technology in making 2–1–1 services available throughout the State;

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 (4) Evaluate the performance of each 2-1-1 Maryland call center;

2 (5) Make recommendations to 2-1-1 Maryland regarding the quality of
3 service provided by call centers or the performance of call centers when issues related to
4 service quality and performance are presented to the Department; [and]

5 (6) Make recommendations regarding corrective action to be taken by a call
6 center, as appropriate; AND

7 **(7) MAKE RECOMMENDATIONS TO 2-1-1 MARYLAND REGARDING**
8 **THE ESTABLISHMENT OF AN OPT-IN MENTAL HEALTH SERVICES PHONE CALL**
9 **PROGRAM THAT:**

10 **(I) REQUIRES A CALL CENTER TO CALL INDIVIDUALS WHO**
11 **HAVE OPTED IN TO THE MENTAL HEALTH SERVICES PHONE CALL PROGRAM ON A**
12 **PERIODIC BASIS, AS DETERMINED BY 2-1-1 MARYLAND; AND**

13 **(II) ATTEMPTS TO CONNECT INDIVIDUALS TO A PROVIDER OF**
14 **MENTAL HEALTH SERVICES IF THE INDIVIDUAL REQUESTS TO SPEAK TO A MENTAL**
15 **HEALTH PROVIDER DURING A CALL WITH 2-1-1 MARYLAND.**

16 (b) On or before December 31, 2005, and every year thereafter, the Department,
17 in consultation with 2-1-1 Maryland, shall report to the Governor and, subject to § 2-1257
18 of the State Government Article, to the General Assembly on the activities performed under
19 subsection (a) of this section.

20 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
21 October 1, 2021.