

Department of Legislative Services
Maryland General Assembly
2004 Session

FISCAL AND POLICY NOTE
Revised

Senate Bill 785

(Senator Klausmeier)

Finance

Health and Government Operations

Continuing Care Facilities - Internal Grievance Procedure

This bill requires a continuing care facility to establish an internal grievance procedure for addressing complaints. A facility must include in its disclosure statement to the Maryland Department of Aging (MDoA) a description of its internal grievance procedure.

Each agreement executed between a subscriber and a provider must state that there is an internal grievance procedure to investigate subscribers' grievances.

Fiscal Summary

State Effect: MDoA could handle the review of continuing care facility disclosure statements with existing budgeted resources. No effect on revenues.

Local Effect: None.

Small Business Effect: None.

Analysis

Current Law: MDoA regulates continuing care facilities, which includes continuing care retirement communities (CCRCs) and continuing care at home (CAAH) programs. Currently there are 32 CCRCs and one CAAH provider.

Background: A CCRC offers a full range of housing, residential, and health care services for seniors by maintaining a variety of medical and social services and facilities

on campus. A senior may enter into the community while healthy and then move to more intensive care on the same campus if it becomes necessary.

A CCAH, a new concept in delivering services to the elderly, is similar to the CCRC structure. Subscribers to CCAH will pay a one-time entrance fee and monthly premiums to access comprehensive, managed long-term care services in their own homes. This housing option is designed for persons 60 years of age and older with moderate to higher incomes who are living independently in the community. CCAH became available to consumers in December 2002.

CCAH services include: care coordination, home inspections by an occupational therapist, assistance with activities of daily living in the subscriber's home, skilled nursing services in the subscriber's home, routine services of an assisted living facility, routine services of a comprehensive care facility, and assistance with the maintenance of the subscriber's dwelling.

Additional Information

Prior Introductions: None.

Cross File: HB 1001 (Delegate Goldwater, *et al.*) – Health and Government Operations.

Information Source(s): Maryland Department of Aging, Department of Legislative Services

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mh/jr

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