

**Department of Legislative Services**  
Maryland General Assembly  
2008 Session

**FISCAL AND POLICY NOTE**  
**Revised**

House Bill 1351

(Delegate Love, *et al.*)

Health and Government Operations

Finance

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**Continuing Care Retirement Communities - Subscriber Grievances**

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This bill requires continuing care retirement communities, by December 1, 2008, to submit to the Department of Aging and the Health Education and Advocacy Unit in the Office of the Attorney General: • the number of written grievances submitted during calendar 2007; • a brief summary of each grievance filed using nonindividually identifiable information; and • any action taken by the provider regarding the resolution of each grievance.

The bill takes effect June 1, 2008.

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**Fiscal Summary**

**State Effect:** The bill would not directly affect governmental operations or finances.

**Local Effect:** None.

**Small Business Effect:** None.

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**Analysis**

**Current Law:** CCRCs must establish an internal grievance procedure to address subscriber grievances. Internal grievance procedures must • allow a subscriber to submit a written grievance; • require written acknowledgment to the subscriber within 5 days of receipt of the grievance; • give a subscriber the right to meet with management within 45 days after submission of a written grievance; and • require CCRC to respond within

45 days after submission of a written grievance regarding the investigation and resolution of the grievance.

**Background:** CCRCs offer a full range of housing, residential services, and health care in order to serve its older residents as their medical needs change over time. A CCRC is intended to supply a continuum of care throughout the lifetime of its senior residents. It does so by maintaining various on-site medical and social services and facilities. These facilities and services allow residents to enter into the community while still relatively healthy and then move on to more intensive care as it becomes necessary. Most CCRCs have nursing facilities on site or contract with nursing homes that are nearby. There are 34 CCRCs serving 15,000 subscribers in Maryland.

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## Additional Information

**Prior Introductions:** None.

**Cross File:** None.

**Information Source(s):** Department of Human Resources, Department of Health and Mental Hygiene, Department of Aging, Office of the Attorney General, Department of Legislative Services

**Fiscal Note History:** First Reader - February 29, 2008  
ncs/ljm Revised - House Third Reader - March 28, 2008

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