

Amend **CSHB 2292** as follows:

SECTION 2.04 is amended by adding subsection (c) to Sec. 531.063 to read as follows:

"(c) the Health and Human Services Council shall recommend to the commissioner specific customer service satisfaction standards for operation of a call center that address the knowledge and professionalism of call center staff, telephone wait times and other access issues, and complaints handling."