

Amend CSHB 2962 by adding the following appropriately numbered SECTION to the bill and renumbering subsequent SECTIONS of the bill accordingly:

SECTION _____. Chapter 531, Government Code, is amended by adding Subchapter M-1 to read as follows:

SUBCHAPTER M-1. ELIGIBILITY DETERMINATION STREAMLINING AND
IMPROVEMENT

Sec. 531.471. DEFINITIONS. In this subchapter:

(1) "Benefits program" includes:

(A) the child health plan program;

(B) the financial assistance program under Chapter 31, Human Resources Code;

(C) the medical assistance program under Chapter 32, Human Resources Code, including long-term care services provided under the program; and

(D) the food stamp program under Chapter 33, Human Resources Code.

(2) "SAVERR" means the System of Application, Verification, Eligibility, Referral, and Reporting.

(3) "TIERS" means the Texas Integrated Eligibility Redesign System.

Sec. 531.472. CORRECTIVE ACTION PLAN. If for three consecutive months less than 90 percent of the applications or eligibility recertifications for benefits programs are accurately processed through SAVERR or TIERS, or otherwise for the child health plan program, within the applicable processing time requirements established by state and federal law, the executive commissioner by rule shall adopt a corrective action plan for all benefits programs that:

(1) identifies the steps necessary to improve the timeliness of application processing and the accuracy of eligibility determinations; and

(2) to the extent possible within the staffing levels authorized by the General Appropriations Act, ensures that benefits program eligibility determinations are accurately made within applicable processing time requirements established by state and federal law.

Sec. 531.473. REDUCTION OF DENIALS FOR MISSING INFORMATION.

(a) The executive commissioner by rule shall adopt processes designed to reduce denials of eligibility for benefits programs due to information missing from an application. The processes must include providing comprehensive information to an applicant, enrollee, or recipient regarding acceptable documentation of income for purposes of an eligibility determination.

(b) Before imposing a denial of eligibility for a benefits program for failure to provide information needed to complete an application, including an application for recertification, the commission shall:

(1) attempt to contact the applicant, enrollee, or recipient by telephone or mail to describe the specific information that must be provided to complete the application; and

(2) allow the person a period of at least 10 business days to provide the missing information instead of requiring the person to submit a new application.

Sec. 531.474. CALL RESOLUTION STANDARDS. The executive commissioner shall establish telephone call resolution standards and processes for each call center established under Section 531.063, including a call center operated by a contractor, to ensure that telephone calls regarding questions, issues, or complaints received at call centers are accurately handled by call center staff and are successfully resolved by call center or agency staff.