



Understanding Senate Bill 308

The State of Connecticut passed legislation to drive focus to the timeliness of repairs to durable medical equipment for all residents of Connecticut. The goal of the bill is to remove documentation restrictions and establish time performance standards, reducing time from evaluation to completion of the repair.



What is considered a repair according to Senate Bill 308?

A repair should be defined as a billable occurrence. As an example, replacing an original component to the equipment and billing for the service part whether in warranty or out of warranty. If the repair is an adjustment for the sake of convenience or comfort, the Senate Bill 308 rules do not apply.

Key Rules & Expectations

1

Log Date of Repair Request

Provider must log date of when client contacted said company for repair request.

2

Log Date of Scheduled Repair

Provider must log date of when client has been scheduled for repair.

Must be completed within one (1) business day of client contact.

Must log if the evaluation is Remote, In Branch, In Facility, In Home.

3

Purchase Orders Issued

Purchase orders must be issued within three (3) business days of completed repair evaluation.

4

Prior Authorization requirements must be followed if CT Medicaid is not primary insurance.

5

Log Date of Repair Completed

Provider must log date of when repair is completed.

Goal is to complete repairs within 10 (ten) business days, excluding days from insurances that require prior authorization and days in transit for parts being shipped.

Senate Bill 308 applies to all Connecticut residents. Residents with Connecticut Medicaid will have Prior Authorization removed from obtaining repairs, while other private or public insurance may require prior authorization before services can be rendered.