



**House
Legislative
Analysis
Section**

House Office Building, 9 South
Lansing, Michigan 48909
Phone: 517/373-6466

**NURSING HOME COMPLAINTS: 24-
HOUR TOLL-FREE HOTLINE**

House Bill 4062

Sponsor: Rep. Lisa Wojno

**Committee: Senior Health, Security and
Retirement**

Complete to 2-24-03

A SUMMARY OF HOUSE BILL 4062 AS INTRODUCED 1-28-03

Under the Public Health Code, any person who believes that nursing home laws or regulations have been violated may make a complaint to the Department of Consumer and Industry Services, requesting that the nursing home be investigated. The request must be submitted to the department as a written complaint, or the department must assist the person in reducing an oral request to a written complaint.

House Bill 4062 would require the Department of Consumer and Industry Services to provide a toll-free consumer complaint and inquiry telephone line, accessible 24 hours a day and staffed at a level to ensure a response to each complaint within 24 hours. The department would have to establish a response system for the hotline that included an intake form that would serve as a written complaint, a system for forwarding an intake form to an investigator by the next business day after the intake form is filled out by the phone line staff, and for forwarding a copy of the completed intake form to the complainant by the next business day after it was completed.

The bill would delete the current requirement that complaints be submitted in writing (although consumers could still choose to complain in writing). The bill would not affect the current provisions that allow the department to investigate complaints based on their urgency or the provisions that describe how and within what time frame complaints are to be investigated.

MCL 333.21799a

Analyst: D. Martens

■ This analysis was prepared by nonpartisan House staff for use by House members in their deliberations, and does not constitute an official statement of legislative intent.