

118TH CONGRESS  
2D SESSION

# S. 3766

To amend title XVIII of the Social Security Act to provide for outreach and education to Medicare beneficiaries to simplify access to information for family caregivers through 1–800–MEDICARE, and for other purposes.

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IN THE SENATE OF THE UNITED STATES

FEBRUARY 7, 2024

Mr. TILLIS (for himself and Ms. HASSAN) introduced the following bill; which was read twice and referred to the Committee on Finance

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## A BILL

To amend title XVIII of the Social Security Act to provide for outreach and education to Medicare beneficiaries to simplify access to information for family caregivers through 1–800–MEDICARE, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*  
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Connecting Caregivers  
5 to Medicare Act of 2024”.

1 **SEC. 2. OUTREACH AND EDUCATION TO MEDICARE BENE-**  
2 **FICIARIES TO SIMPLIFY ACCESS TO INFOR-**  
3 **MATION FOR FAMILY CAREGIVERS THROUGH**  
4 **1-800-MEDICARE.**

5 Section 1804 of the Social Security Act (42 U.S.C.  
6 1395b–2) is amended by adding at the end the following  
7 new subsection:

8 “(e)(1) The Secretary shall provide for such outreach  
9 and education activities as are necessary, including as de-  
10 scribed in paragraph (2), to inform individuals entitled to  
11 benefits under part A or enrolled under part B and indi-  
12 viduals applying for benefits under part A or enrolling  
13 under part B about the option to authorize a family care-  
14 giver (as defined in paragraph (8)(A)) of such an indi-  
15 vidual to access the personal health information of such  
16 individual through the toll-free 1–800–MEDICARE tele-  
17 phone number maintained by the Secretary under sub-  
18 section (b) if such individual completes and submits a  
19 specified family caregiver information access authorization  
20 form (as defined in paragraph (8)(B)) authorizing such  
21 access by such family caregiver to such information.

22 “(2) The outreach and education activities under  
23 paragraph (1) shall include the following:

24 “(A) Outreach and education efforts to provide  
25 information about the option described in paragraph  
26 (1) to individuals described in such paragraph, to

1 providers of services and suppliers furnishing serv-  
2 ices to such individuals, to family caregivers, and to  
3 other appropriate entities specified by the Secretary.

4 “(B) Outreach and education efforts to inform  
5 such individuals, providers of services and suppliers,  
6 family caregivers, and other appropriate entities of  
7 best practices identified pursuant to paragraph (4)  
8 to protect such individuals from fraudulent practices  
9 described in such paragraph.

10 “(C) Outreach and education efforts to individ-  
11 uals described in paragraph (1) to inform such indi-  
12 viduals of all existing reporting mechanisms for sus-  
13 pected Medicare fraud.

14 “(D) The inclusion of information about the op-  
15 tion described in paragraph (1), and best practices  
16 identified pursuant to paragraph (4), in a manner  
17 that is prominent, easily accessible, and readily un-  
18 derstandable—

19 “(i) in the notice under subsection (a);

20 “(ii) through the Medicare.gov website or a  
21 successor website;

22 “(iii) through other efforts specifically con-  
23 ducted for individuals enrolled in a Medicare  
24 Advantage plan under part C; and

1           “(iv) through other platforms or methods  
2           specified by the Secretary, such as social media.

3           “(E) The inclusion, in a manner that is promi-  
4           nent, easily accessible, and readily understandable,  
5           of the specified family caregiver information access  
6           authorization form in the notice under subsection  
7           (a), through—

8           “(i) the website described in subparagraph  
9           (D)(ii); and

10           “(ii) other efforts described in subpara-  
11           graph (D)(iii).

12           “(F) Education efforts to train operators of 1-  
13           800-MEDICARE on providing appropriate re-  
14           sources and information to family caregivers.

15           “(3) Information about the option described in para-  
16           graph (1) provided through efforts described in paragraph  
17           (2) shall include a notification clarifying that such option  
18           is available to all individuals described in paragraph (1)  
19           regardless of whether such individuals are enrolled for the  
20           original Medicare fee-for-service option under part A or  
21           B or enrolled in a Medicare Advantage plan.

22           “(4) Not later than 1 year after the date of enact-  
23           ment of this subsection, the Secretary, acting through the  
24           Office of the Inspector General of the Department of  
25           Health and Human Services, shall submit to Congress and

1 make publicly available best practices to protect individ-  
2 uals described in paragraph (1) against fraud relating to  
3 inappropriately accessing or using the personal health in-  
4 formation of such individuals, including best practices for  
5 educating beneficiaries on fraud reporting mechanisms,  
6 and recommendations to improve timely agency investiga-  
7 tion of beneficiary fraud reports. The Secretary shall pro-  
8 vide for, as the Secretary determines appropriate, separate  
9 best practices for individuals described in paragraph (1),  
10 family caregivers, providers of services and suppliers, and  
11 other entities specified by the Secretary.

12 “(5) The Secretary shall provide for opportunities  
13 (such as through surveys) for family caregivers to provide  
14 feedback to the Secretary on experiences accessing infor-  
15 mation through 1-800-MEDICARE and on the outreach  
16 and education activities conducted under this subsection.

17 “(6) The outreach and education activities conducted  
18 under this subsection, and the specified family caregiver  
19 information access authorization form, shall be made  
20 available in non-English languages, as specified by the  
21 Secretary.

22 “(7) In conducting the outreach and education activi-  
23 ties under this subsection, the Secretary shall, to the  
24 greatest extent practicable, coordinate such activities with  
25 activities carried out through State health insurance as-

1 sistance programs or the Administration for Community  
2 Living.

3 “(8) For purposes of this subsection:

4 “(A) The term ‘family caregiver’ has the mean-  
5 ing given such term in section 2 of the Recognize,  
6 Assist, Include, Support, and Engage Family Care-  
7 givers Act of 2017, and includes such other individ-  
8 uals as specified by the Secretary.

9 “(B) The term ‘specified family caregiver infor-  
10 mation access authorization form’ means the CMS-  
11 10106 form or any successor form.”.

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