

BILL SUMMARY
2nd Session of the 60th Legislature

Bill No.:	HB4410
Version:	POLPCS1
Request Number:	16347
Author:	Rep. Blancett
Date:	2/16/2026
Impact:	\$0

Research Analysis

The proposed policy committee substitute for HB 4410 adds that the written disclosure statement must be provided to the consumer in a paper format that they can easily print. The disclosure statement must also include a statement detailing the referral fee that will be charged and how the amount is calculated. Additionally, the referral agency's privacy policy must be included in clear language and in a minimum size 14 font and there must also be a statement that says the consumer understands and agrees that they are now allowing to the referral company to make referrals to facilities they have an agreement with on their behalf and that the consumer has the right to cancel at any time. An agreement between a referral agency and a facility must allow both parties to negotiate the terms. The measure also removes the language from the introduced version that specified compensation amounts for referral agency.

HB 4410 provides that prior to providing a long-term care referral, a referral agent must provide the consumer with a disclosure statement. The changes to the disclosure statement are as follows:

- The disclosure statement must include details on the procedure in which referral agencies refer the consumer to an assisted living center or continuum of care facility;
- The disclosure statement must include the amount for the referral fee;
- The disclosure statement must include a statement clarifying that termination of all agency services will include the use of the consumer's personal information and the statement must include information on how the consumer notifies the referral company of termination;
- Removes the provision that notification by a consumer of cancellation will not affect the contractual agreement between the referral agency and the facilities;
- The disclosure statement will include the referral agent's contact information and their privacy policy; and
- The disclosure information will include a statement of whether the referral agency provides referrals only to facilities with existing contracts with them.

The measure also provides that a referral agency cannot charge a facility for a placement after more than 12 months has lapsed in documented counseling with the consumer. After 12 months, the referral agency must obtain a new contract with the consumer. The measure also provides that after Nov. 1, 2026, a referral agency must provide any new written contract with a facility it is making referrals the length of time that the agency should be paid from the date the referral was made not to exceed 12 months, down from 36 months. A referral agency is also required to establish a policy to protect a consumer's personal information, clearly posting it online for all consumers to access. If a consumer is referred to a facility and the agency has received compensation, the client may notify the referral agent in writing that the consumer wishes to use the services of another referral agency in the future in a subsequent move. The first referral agency may not receive compensation from another facility in a subsequent move for any referral made before receiving notice. Additionally, if a consumer uses two or more referral agencies,

they have the right to choose which agency provided the required services and should receive the fee. A facility must not pay the referral until after they have received a consumer's disclosure statement.

Prepared By: Suzie Nahach, House Research Staff

Fiscal Analysis

HB 4410 updates statutory requirements for long-term care referral agencies, including additional consumer disclosures, new restrictions and duties, and revised compensation guidelines. The proposed changes for long-term care referral agencies are not expected to have a direct impact on the state budget.

Prepared By: Alexandra Ladner, House Fiscal Staff

Other Considerations

None.