

118TH CONGRESS
2D SESSION

H. R. 9916

To direct the Comptroller General of the United States to conduct a study relating to 1-800-MEDICARE.

IN THE HOUSE OF REPRESENTATIVES

OCTOBER 4, 2024

Ms. DE LA CRUZ (for herself, Mr. CORREA, Mr. NEHLS, and Mr. WILLIAMS of New York) introduced the following bill; which was referred to the Committee on Ways and Means, and in addition to the Committee on Energy and Commerce, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned

A BILL

To direct the Comptroller General of the United States to conduct a study relating to 1-800-MEDICARE.

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 “Improving Medicare
5 Services Act of 2024”.

1 **SEC. 2. DIRECTING THE COMPTROLLER GENERAL OF THE**
2 **UNITED STATES TO CONDUCT A STUDY RE-**
3 **LATING TO 1-800-MEDICARE.**

4 Not later than 1 year after the date of the enactment
5 of this Act, the Comptroller General of the United States
6 shall conduct a study and submit to Congress a report
7 on 1–800–MEDICARE. To the extent that data is avail-
8 able and reliable, such report shall include the following:

9 (1) An analysis of customer wait times and
10 overall satisfaction.

11 (2) An analysis of staffing competency and
12 staffing levels.

13 (3) An analysis of contractor performance.

14 (4) A description of any improvements or down-
15 grades in service areas previously studied in any
16 prior report submitted by the Comptroller General.

17 (5) Any recommendations for Congress or the
18 Secretary of Health and Human Services relating to
19 improving 1–800–MEDICARE.

20 (6) A description of any actions taken by the
21 Secretary of Health and Human Services or any
22 contractor carrying out 1–800–MEDICARE in re-
23 sponse to previous recommendations relating to 1-
24 800-MEDICARE provided by the Comptroller Gen-
25 eral.