

Amendment No.

CHAMBER ACTION

Senate

House

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Representative Eskamani offered the following:

Amendment (with title amendment)

Between lines 133 and 134, insert:

Section 4. Section 443.11173, Florida Statutes, is created to read:

443.11173 Claimant system access and error reporting.—

(1) As used in this section, the term "department" means the Department of Commerce.

(2) The department shall establish and maintain a clear, accessible, and publicly available process by which a claimant may report technical errors, system malfunctions, identity verification failures, database errors, or other administrative

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14 barriers that prevent the timely filing, processing, or payment
15 of a claim for reemployment assistance benefits. The reporting
16 process must:

17 (a) Be available through the department's website and
18 mobile-accessible platforms.

19 (b) Include a toll-free telephone option staffed during
20 regular business hours.

21 (c) Provide written confirmation to the claimant upon
22 submission of a report.

23 (d) Allow a claimant to upload documentation supporting
24 the reported issue.

25 (3) Upon receipt of a report submitted under subsection
26 (2), the department shall:

27 (a) Review the reported issue within 3 business days.

28 (b) Notify the claimant of the status of the review.

29 (c) Prioritize resolution of system-generated errors that
30 prevent benefit payment.

31 (4) If a delay in payment results from a verified
32 department system error or database error not attributable to a
33 claimant's misconduct or misrepresentation, the department may
34 not impose penalties, disqualifications, or waiting periods
35 arising solely from such error.

36 (5) The department shall track and categorize reported
37 system issues and include in its annual fraud and integrity
38 report:

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(a) The number of system-related complaints received.

(b) The average time to resolution.

(c) The number of benefit payments delayed due to administrative or technical errors.

(d) The length of the delays specified in paragraph (c).

(e) Corrective actions taken to reduce recurring system failures.

(6) The department shall adopt rules to implement and administer this section.

Remove line 15 and insert:

annual reporting requirements; creating s. 443.11173, F.S.; defining the term "department"; requiring the department to establish and maintain a process by which claimants may report certain issues; providing requirements for the reporting process; providing duties of the department upon receipt of reports; prohibiting the department from imposing penalties, disqualifications, and waiting periods under certain circumstances; requiring the department to track and categorize certain issues and to include certain information in its annual fraud and integrity report;

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63 requiring the department to adopt rules; providing an
64 effective

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