



104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

SB3413

Introduced 2/4/2026, by Sen. Robert F. Martwick

SYNOPSIS AS INTRODUCED:

5 ILCS 375/15.2 new

Amends the State Employees Group Insurance Act of 1971. Requires the Director of Central Management Services to designate one or more individuals who are employees of the Department of Central Management Services to serve as Health Care Ombudspersons. Requires the employees that are designated as Health Care Ombudspersons to monitor and respond to members' email and telephone questions to the Department of Central Management Services regarding the benefits that are available under the Act and the eligibility of members for those benefits. Requires contact information for the Health Care Ombudspersons to be included in any communications sent by the Department of Central Management Services regarding group health insurance benefits and to be readily available on the Department's website. Specifies that the primary goal of the Health Care Ombudspersons shall be to answer questions and generate information useful to participants in the program of group health benefits provided under the Act and, when possible, to resolve any issues between members and third-party providers of services established under this Act.

LRB104 18769 BDA 32212 b

1 AN ACT concerning government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The State Employees Group Insurance Act of 1971
5 is amended by adding Section 15.2 as follows:

6 (5 ILCS 375/15.2 new)

7 Sec. 15.2. The Director shall designate one or more
8 individuals who are employees of the Department of Central
9 Management Services to serve as Health Care Ombudspersons.
10 Employees designated as Health Care Ombudspersons under this
11 Section shall monitor and respond to members' email and
12 telephone questions to the Department of Central Management
13 Services regarding the benefits that are available under this
14 Act and the eligibility of members for those benefits. Contact
15 information for the Health Care Ombudspersons shall be
16 included in any communications sent by the Department of
17 Central Management Services regarding group health insurance
18 benefits and shall be readily available on the Department's
19 website. The primary goal of the Health Care Ombudspersons
20 shall be to answer questions and generate information useful
21 to participants in the program of group health benefits
22 provided under this Act and, when possible, to resolve any
23 issues between members and third-party providers of services

1 established under this Act.