

Healthcare  
Higher Education  
Public Employees  
PSRP  
Teachers

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## TESTIMONY

**Sharon M. Palmer**

**Executive and Legislative Nominations Committee**

**March 12, 2009**

Senator Looney, Representative Janowski and members of the committee as president of AFT Connecticut, which represents more than 28,000 teachers and educational personnel, healthcare professionals, state employees and higher education faculty and staff, I am writing to urge your support for the nomination of Kevin Lembo, to be the Healthcare Advocate.

As the state's Healthcare Advocate, Mr. Lembo has performed his job admirably. He has proven himself to be a staunch proponent for the people within the Connecticut's multiple and complex healthcare systems.

Mr. Lembo has tirelessly fought to ensure that consumers have someone on their side when facing difficulties with their healthcare provider.

Anyone who has ever had to help a sick family member, whether it be a parent, spouse or child, knows how frustrating it can be to navigate their healthcare plan. When you or your loved one needs care, the last thing you want to do is spend hours on the phone trying to figure out which number within the voicemail system you need to push so you can talk to a human being.

Mr. Lembo understands this. His compassion and understanding lend to his list of qualifications for the position as healthcare advocate.

I strongly urge you to re-appoint Mr. Lembo Healthcare Advocate for Connecticut.

