

From: Isabell Brodersen [mailto:ibell@snet.net]
Sent: Friday, March 13, 2009 8:23 PM
To: Veltri, Victoria
Subject: GAE Committee Public Hearing-letter of support

Dear Victoria,

I hope that this letter is not too late in response to the proposed elimination of the Health Care Advocate as well as the Ombudsman Advocate. I am greatly concerned about this matter as I have used these services during the years, both personally and professionally.

This is a mistake and it will have it's consequences that will in the long run cost the consumer when it should cost the insurance companies and failing agencies. Eliminating these positions is taking away one of the only protective mechanisms of human rights.

Years ago, I was witness to an elderly individual who was a victim of legal abuse and neglect. I was not connected to this individual in anyway professionally or personally, just through an acquaintance who had made me aware of this horrid situation. With the help of the Ombudsman Advocate Office I was able to get this individual the help that she needed. No other agency would listen or hear what I had to say. The elderly lady was placed in a safe environment and her rights were protected. She passed away in peace years later.

I, personally, accessed the Health Care Advocate Office this year as I felt my rights were being violated as a patient. With the help of this office, BC/BS was found negligent with my insurance claim to the tune of \$4,000. The Health Care Advocate Office was able to prove my case and it was settled, since my voice as an individual was not being heard among the bureaucracy of large corporate run-a-around philosophy. In fact I believe that my case has been used as an example of insurance company manipulating a patient's ignorance with the intent of bleeding the patient of extra money that normally is included under premium coverage.

As a professional, Physician Assistant for 23 years, I have relied on such agencies to protect the people when no other agency could or would not step forward. This is a time when the people need to be protected, now more than ever, in-light of the economic climate. In fact, examples and cases from each of these Advocate Offices should be used to advise on the creation of a new Health Care Reform. I believe that these two offices should under go re-organization instead of elimination. Such offices will be key with Health Care Reform, performing as a third party to help sort out the abused and the abusers. Such a service could be provided at a lower cost VS Attorney fees. These offices are what I call Mid-level Providers, the voice between the patient and the insurance companies. Our government is based on this philosophy of checks and balances. I as a Physician Assistant have this role with my profession between the physician and the patient. I represent the physician and the patient to provide the most harmonious care possible. I am disappointed that our government leaders are blinded to the importance of these two offices.

Governor Rell are you truly listening to the needs of the people?

Respectfully submitted,

Isabel Brodersen PA-C and concerned citizen
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