



Office of the  
Healthcare  
Advocate  
STATE OF CONNECTICUT

**Testimony of Victoria Veltri  
State Healthcare Advocate  
Before the Insurance and Real Estate Committee  
In support of SB 6381  
February 19, 2012**

Good afternoon, Representative Megna, Senator Crisco, Senator Kelly, Representative Sampson, and members of the Insurance and Real Estate Committee. For the record, I am Vicki Veltri, State Healthcare Advocate with the Office Healthcare Advocate ("OHA"). OHA is an independent state agency with a three-fold mission: assuring managed care consumers have access to medically necessary healthcare; educating consumers about their rights and responsibilities under health insurance plans; and, informing you of problems consumers are facing in accessing care and proposing solutions to those problems.

Thank you for the opportunity to comment on HB 6381, which would serve the dual purpose of decreasing the administrative burden on healthcare providers as well as promoting uniformity in consumer access to mental health services.

Currently, there I no uniform method for obtaining patient consent for mental health treatment. Most providers use general and often practice specific authorizations when obtaining consent to treat those with mental health needs. While individually this is unlikely to interfere with the patient's treatment, variation in the design, content and utilization of the consent form can significantly hamper a provider's effort to collaborate in the treatment of that patient. By promulgating a uniform authorization, the administrative burden that providers encounter when confirming patient consent for treatment can be significantly reduced. This can reduce costs for providers but, more importantly, can minimize delays in treatment that may result from the reconciliation of often incomplete or conflicting forms. Of equal merit

is the capacity to remain compliant with statutory and regulatory changes to consent models by permitting the Department of Public Health to update and disseminate this form as indicated and appropriate.

Thank you for providing me the opportunity to deliver OHA's testimony today. If you have any questions concerning my testimony, please feel free to contact me at [victoria.veltri@ct.gov](mailto:victoria.veltri@ct.gov).