



Office of the
Healthcare
Advocate
STATE OF CONNECTICUT

**Testimony of Victoria Veltri
State Healthcare Advocate
Before the Human Services Committee
In support of SB 251
March 4, 2014**

Good afternoon, Senator Slossberg, Representative Abercrombie, Senator Markley, Representative Wood, and members of the Human Services 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.

I would like to testify in support of SB 251, An Act Concerning Programs Administered by the Department of Social Services. The proposal modifies accepted methods by which consumers may submit requested documentation, greatly enhancing the ease with which these documents may be provided to the DSS. In addition, by clearly noting the date of receipt of documents, irrespective of which method was utilized by the consumer, questions concerning timeliness in enrollment and redetermination processes can be mitigated. This consumer protection is a common sense and efficient reform that will benefit those receiving services through the DSS.

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.