



State of Connecticut

HOUSE OF REPRESENTATIVES STATE CAPITOL

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Insurance and Real Estate Committee February 24, 2015

Testimony in support of **H.B. 6556- An Act Concerning the Credentialing Process of Healthcare Providers of Health Insurance.**

Senator Crisco, Representative Megna, Senator Kelly, Representative Sampson, and the entire membership of the Insurance and Real Estate Committee, thank you for allowing me to testify in support of *HB 6556 An Act Concerning the Credentialing Process of Healthcare Providers of Health Insurance.*

It is essential that healthcare providers be credentialed in a timely manner. When a healthcare provider comes to Connecticut and joins a practice they must be credentialed by every healthcare insurer that the healthcare provider participates in. This is essential for proper patient care. It has been the experience by Connecticut healthcare providers that on average it takes about 45-60 days for the credentialing process. There are definitely occasions when the turnaround time is rapid and happens within a week, and then of course there are situations when it could take as long as 6 months. I serve as the Chairman for the Credentialing Committee for the Hartford Medical Society and I know that it is extremely important to get the credentialing done as soon as possible. I am well aware that the credentialing process may not be simple or straight forward in every case. There will always be exceptions to every rule. However, most of the credentialing cases are straight forward and there is no justification in this process taking more than 30 days.

I urge the committee to look into the credentialing process by health insurers and require them to credential providers in 30 days of the application being complete. In the event that it takes longer than that, they need to inform the healthcare provider of what was missing in the application or the reason that it is taking them so much time. It is important for patient access and patient care that our healthcare providers are credentialed with in a 30 day period.

Thank you for your consideration in this matter.

Sincerely,

Prasad Srinivasan
State Representative, 31st District