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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 34
February 18, 2016

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.

SB 34 provides a means for consumers to initiate pharmaceutical treatment of a chronic disease during the period of an insurer's internal utilization review and internal grievance processes. Pursuant to Conn. Gen. Stat. § 38a-591d(b)(1)(B) and § 38a-591e(c)(3), consumers who are receiving medical services are entitled to receive those services without liability during the period of an insurer's concurrent internal utilization review and internal grievance processes. SB 34 complements this existing provision by eliminating delays in the onset of treatment for chronic diseases caused by the utilization review and internal grievance periods. In this manner, SB 34 will improve access to care for consumers with chronic diseases, who would otherwise have to wait until an insurer completes the utilization review and grievance processes before receiving their first prescription.

Thank you for providing me the opportunity to deliver OHA's testimony today. We look forward to continuing to collaborate and advocate for the consumers of Connecticut in this important matter. If you have any questions concerning my testimony, please feel free to contact me at victoria.veltri@ct.gov.