



Insurance and Real Estate Committee

Public Hearing

March 1, 2016

SB 160: An Act Concerning Insureds' Access to Health Insurers For the Processing of Certain
Prior Authorization Requests

Good Afternoon Chairmen Crisco and Megna, Ranking Members Kelly and Sampson, and Members of the Insurance and Real Estate Committee. For the record, my name is Dr. Tiffany Lingenfelter Pierce, and I am the Senior Medical Director for the Northeast Region for Cigna Corporation.

Thank you for the opportunity to comment in support of SB 160, *AAC Insureds' Access to Health Insurers For The Processing of Certain Prior Authorization Requests*.

My background is as an internal medicine physician. I have experience in taking care of critically ill patients in hospitals as well as being the mother of a premature infant, so I understand the goals of this legislation.

I would like to take a few minutes to explain how our current Utilization Management (UM) process works. Cigna was actually the first national company to implement 24/7 UM access. We currently have 24/7/365 coverage for UM requests that come in from providers and hospitals. As SB 160 envisions, Cigna UM protocols do treat hospital to hospital transfer requests as urgent unless otherwise specified by the requesting hospital or physician. In addition, a customer service contact number is included on all our insurance cards to members. That number provides access to a customer service representative, and any member, physician or hospital can be transferred at any time to our utilization management team, which includes a nurse and a physician who are available 24/7/365.

As it relates to utilization management requests, there are two ways to access our utilization management unit—either directly or through our customer service number. Our UM unit normal business hours are Monday through Friday from 8 a.m.-6 p.m. However, any physician, hospital, hospital administrator or Cigna member may call that number after normal business hours and get transferred to a “live” person in our Health Information Unit (HIL) at any time, 24/7/365. Our HIL is staffed by utilization nurses and physician medical directors to take in and review UM requests.

Thank you again for the opportunity to come before you. I am available to take any questions you may have.