

Nicholas A. Parker
2300 Hickory Creek Drive, Apartment 1A
Henrico, VA 23294

Insurance and Real Estate Committee
Legislative Office Building, Room 2800
Hartford, CT 06106

Dear Insurance and Real Estate Committee,

I write this statement to you in support of Raised Bill Number 160, otherwise known as Baby William's Law.

The proposed bill is in memory of my son, William Daniel Parker, who was born at 2:26 PM on December 23, 2015. If this Bill had been active this past December my wife, Deborah Parker, would have been able to meet her son, as it happened the delay, caused by the inadequate staffing by our insurance company, took away the opportunity for my wife to meet our son.

William, and his sister Karigan, were prematurely born at 26 weeks at Windham Hospital in Willimantic, Connecticut, while we were visiting family for the holiday week. When William and Karigan came into the world it was a joyous surprise. They were not expected to arrive until Easter, but they chose to arrive in time for Christmas and surprise us all.

Windham Hospital was not equipped to handle the arrival of micro-premature babies and transport Teams arrived from UCONN Children's Hospital at Farmington to transport William and Karigan to UConn. Due to my wife's unstable condition she was unable to be immediately transported with her children to UCONN.

On Christmas Eve I was informed by the staff of Windham Hospital that Debbie was stable and ready to be transferred to UCONN; however our insurance had denied the transfer and the hospital staff had tried all available channels to appeal the denial yet no one was taking calls due to the holiday.

I personally called the Cigna Customer Support Line twice on Christmas Eve, December 24, 2015, and I was told by two representatives and a supervisor that "due to the holiday no one in that department was taking outside calls at this time and we would have to call back on Monday, December 28, 2015."

Early Christmas morning I woke up to the news that Debbie was being transferred to UCONN and we rejoiced. Five minutes later I received the phone call that my son had passed away, and my wife never got a chance to see him alive. She never held his hand. My son was never able to see his mother.

This should never happen to another family. The loss of my son is tragic, but for my wife to have never seen him alive due to bureaucratic red tape and no one answering a phone is unforgivable.

I ask that you back this bill so that no family will ever face this nightmare. Thank you for your time.

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